

Digital mailbox

Frequently Asked Questions



Overview

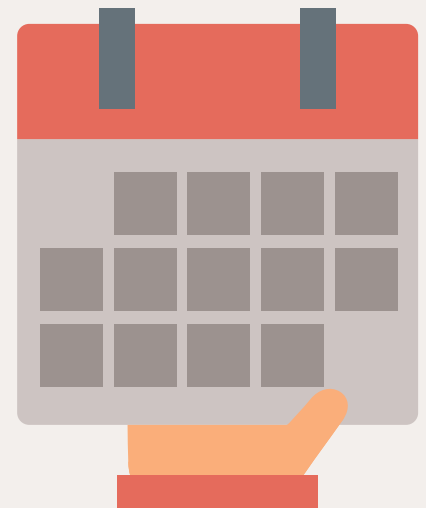
What is the new digital mailbox?

As part of our focus on creating simplified digital solutions that meet your needs, we have developed a new digital mailbox offering. The new digital mailbox will provide access to three key services:

- **Manage my bills:** Connects to your email[#], finds your bills and puts them in one place for you, ready to pay. It also creates calendar notifications to remind you when your bills are due. To find out more, visit billscanner.com.au
- **View my secure documents:** A secure online vault to receive and store certain important documents, like police checks.
- **View my digital receipts:** A new place to store digital receipts from any Australia Post in-store transaction.

Why is Australia Post evolving the digital mailbox?

We understand that our customers are continually seeking greater choice and convenience. To remain relevant to our customer's needs, we've made changes to the digital mailbox by focusing on those features which our customers value most.



Important dates

(All dates and times are in Australian Eastern Standard Time)

4 September 2017

The last day that new documents, such as bills or police checks, were delivered to your current digital mailbox.

29 September 2017

The last day that you can access your old digital mailbox. After 11:59pm on 29 September you can no longer complete these actions in the old digital mailbox:

- Pay bills. We have sent you reminder emails about this but please remember it's your responsibility to pay your bills on time
- Access any documents stored there and download items you want to keep (e.g. statements, receipts, bills and anything you've uploaded yourself) to your own storage before 11.59pm on 29 September 2017.

30 September 2017

- The first day that you can access the new digital mailbox services from the current [digital mailbox](#) landing page (you can also access the new digital mailbox tools via a [MyPost account](#)).
- Any police check document you've received via the digital mailbox will automatically be transferred and appear in your new digital mailbox from 30 September 2017. No other document will be transferred to the new digital mailbox.

My old digital mailbox

Why can't I access my old digital mailbox?

The last day the old digital mailbox was accessible was 29 September 2017. On 30 September 2017, we launched our new digital mailbox as part of our focus on creating simplified digital solutions that meet our customers' needs.

What will I see when I go to the digital mailbox website?

The new digital mailbox services now appear on the same [digital mailbox](#) website you used in the past.

What has happened to the MyPost Digital Mailbox terms and conditions I signed up to and why do I need to sign up to new terms and conditions?

The current [MyPost Digital Mailbox service – terms and conditions](#) will no longer apply. Please note that separate terms and conditions apply to the new digital mailbox tools and features. You'll be prompted to accept them when you sign in.

What has happened to my credit card or banking details when I move to the new digital mailbox?

We will be securely destroying all credit card and banking details in line with the Payment Card Industry Data Security Standards (PCI DSS).

Can I still use the MyPost Digital Mailbox app?

The MyPost Digital Mailbox app is no longer available. It's recommended that you delete this app from your device. There is no replacement app at this stage, however, you'll be able to access all the new digital mailbox features and services from [digitalmailbox.auspost.com.au](#) or via a [MyPost Account](#).

What if I have scheduled bill payments after 29 September 2017 within my current digital mailbox service?

Any scheduled payments will not be processed after this date, as your credit card and banking details will have been securely destroyed from your digital mailbox. In the event you have scheduled payments, these payments will not be processed and you should make alternate arrangements with your existing provider.

Documents in my old digital mailbox

Will any of the documents in my old digital mailbox be available in the new digital mailbox?

Documents that were stored in your old digital mailbox are no longer available, including any bills, digital receipts you have received and any personal documents you have uploaded. We transferred any police checks to your new digital mailbox from 30 September 2017, where they are stored securely. No other documents have been transferred to the new digital mailbox.

I forgot to download the documents from my old digital mailbox by 29 September 2017. How can I download them now?

It is no longer possible to access your current digital mailbox or any of the documents stored there. If you have additional questions about your old documents, please contact the Australia Post Customer Contact Centre via our online help and support form or call 13 62 45.

What will happen to my personal documents after 30 September 2017?

As part of our commitment to protecting your privacy, from 30 September 2017 we intend to begin securely destroying any personal items that you've uploaded to the current digital mailbox. Police checks are the only documents that were transferred to the new digital mailbox.

How to receive bills and other documents from now on

How will I receive bills or other documents?

You'll receive new bills or other documents through your provider's own channels. In most cases, you will have the choice between email or paper billing. Our new [Bill Scanner](#) tool can assist you to manage bills emailed to you as described in the 'Manage my bills' section below.

How will I receive my Australia Post digital receipts now?

Digital receipts have been sent to the new digital mailbox since 4 September 2017. You will be sent an email notifying you that you have a new digital receipt in your digital mailbox with instructions on how to access it.

How will I receive a police check now?

Police checks have been sent to the Secure Document Vault in the new digital mailbox since 4 September 2017. You will be sent an email notifying you when you have a new document in your digital mailbox with instructions on how to access it. Any existing police checks in your old digital mailbox were automatically transferred over to your new digital mailbox.

I'm an Australia Post employee. How will I receive my payslips?

Australia Post employee payslips are now available on OurPost - [www.ourpost.com.au](#). Any payslips that were previously delivered to your digital mailbox are also available on OurPost.

Where can I get my Verification of Identity (VOI) reports for property transfers in the future?

You would have received an email about your VOI reports for property transfers and where you can now access them. If you need more information or if you didn't receive this email, please contact LandTitleVOI@auspost.com.au. Any existing VOI reports for property transfers in your current digital mailbox have already been transferred to the VOI Report Portal.

How can I receive my monthly Recipient Created Tax Invoices (RCTI)?

Your monthly Recipient Created Tax Invoices (RCTI) will continue to be posted to you. In the future, you will also be able to use the new Supplier and Contractor Portal to view your RCTI.

How will I receive my MyBusiness Account tax invoices?

You may already be receiving your tax invoices via letter or email. You can also self-serve by accessing your tax invoices via the [MyBusiness Account](#). If you're an existing MyBusiness Account customer, select 'Log in'. If you wish to create a new account, select 'Register now' on the homepage and follow the prompts. You will need a copy of a recent tax invoice issued by Australia Post for authentication purposes. If you would like to find out more about how to receive your bills, contact your credit officer. These details can be found on the top right hand corner of your tax invoice.

New digital mailbox functionality

Manage my bills (Bill Scanner):

- Connects with your email (Gmail, Outlook, Hotmail and Live accounts) to find your bills and put them in one place for you pay
- Access to a range of billers from your existing utilities, telcos and government service billers
- Ability to add additional email accounts
- Calendar reminders to help you stay on top of your bills
- Continue to pay bills online via providers that offer online Post BillPay facilities
- Compare and view bills from the past year with the visual statistics tool.
- To find out more, see our [Bill Scanner FAQs](#).

View my secure documents (Secure Document Vault):

- Receive certain important documents (e.g. police check certificates) from organisations and have them stored securely in the Secure Document Vault.
- To find out more, see our [Secure Document Vault FAQs](#).

View my digital receipts:

- Request a digital receipt for any Australia Post in-store transaction and have them stored securely online – linking your in-store Post Office experience to a digital one.
- To find out more, see our [Digital Receipt FAQs](#).

Can I upload my personal documents to the new digital mailbox?

No, you will not be able to upload personal documents to the new digital mailbox.

Will I be able to store credit card details or pay bills with a bank account in the new digital mailbox?

No, you will not be able to store credit card details or pay bills with a bank account in the new digital mailbox.

Logging into the new digital mailbox

You can access the new digital mailbox tools via a MyPost account on the Australia Post website.

I already have a MyPost account. How do I log in?

Since you already have a MyPost account (perhaps you've been using a MyPost account to manage your deliveries), you're good to go. Simply use your MyPost account login details when prompted (you'll need to accept some new terms and conditions). You can use these details to access the new digital mailbox tools via a [MyPost account](#) on the Australia Post website or via the [digital mailbox website](#).

I don't have a MyPost account. How do I log in?

Start by signing up for a free [MyPost account](#) (your previous digital mailbox login details no longer apply). We'll then send you an email prompting you to activate your new MyPost account. Once you've done this, simply use your new MyPost account login details to access the digital mailbox tools when prompted (you'll need to accept some new terms and conditions). You can use the same new login details whether you're accessing the new tools via your new MyPost account on the Australia Post website or via the digital mailbox website.

What do I do if I've forgotten my MyPost account password?

From the MyPost account log in screen, you can reset your password by clicking the '[Forgot password?](#)' link.

If you do not receive your password reset email, contact our Customer Contact Centre via our online [help and support form](#) or call us on 13 62 45.

I'm trying to sign in but I'm getting an error message: 'The username or password you entered doesn't match our records'. Can you help?

If you're seeing an error message, it means you need to sign up for a [MyPost account](#) to access the new digital mailbox services.

Manage my bills

I enjoy receiving and managing my bills in my current digital mailbox. What's my new alternative?

As part of the new digital mailbox offering, we have introduced Bill Scanner to help you manage your bills.

Bill Scanner connects to your email[#], finds your bills and puts them in one place for you, ready to pay. You'll receive automatic calendar notifications and you're able to track finances with a visual statistics tool that shows spending across the year on bills. To find out more and to sign up to Bill Scanner, visit [billscanner.com.au](#).

Which email accounts are supported by Bill Scanner?

You can currently log in to Bill Scanner using a Gmail, Hotmail, Outlook or Live account.

How are new bills added? Does Bill Scanner constantly scan a single email account for more bills?

Bill Scanner automatically detects new bills received in your email inbox. It only retrieves and processes emails that our system recognises as having the attributes of a bill.

More Information

Where can I go for further help?

If you need additional help, you can contact our Customer Contact Centre via our online [help and support form](#) or call us on 13 62 45.



[#] Available for Gmail, Outlook, Hotmail and Live accounts