



Top tips for parcel and freight preparation

We've seen the impact that even small improvements to the way your team prepare and lodge parcels can make, helping to significantly improve the speed of delivery through Australia Post. The result? A greater customer experience.

That's why we've produced this useful information toolkit - Top Tips for Parcel and Freight Preparation - to give your team members a single source of key information for parcel preparation.

The toolkit provides simple, easy-to-adopt tips to help ensure parcels are prepared and lodged correctly, and includes checklists to help prevent delays and errors with your lodgement. It also includes insights into key aspects of how Australia Post moves your freight through our processing facilities.

The toolkit covers:

- the importance of manifesting correctly;
- how to separate parcels by speed;
- sorting parcels by size;
- safe lodgement techniques and responsibilities;
- label quality for ease of processing;
- a checklist of tips for best practice parcel lodgement.

Why use the toolkit?

Helping your teams understand the role they play in your freight preparation, and being prepared for periods of high demand, will help us work with you to provide the best possible delivery experience for your customers.

If you have any questions about this toolkit - or anything else to do with optimising your parcel preparation and lodgement - please speak to your Account Manager, Service Partner or your local facility.







Australia Post

When manifesting, timing is everything.

Submit your manifest as you hand over your goods to our team. That way, customers will know exactly when their items are collected.

Avoid manifesting early to prevent a needless increase in customer enquiries - customers may think their goods are late and they'll question why you haven't prepared their parcel.

Accurate manifesting results in the best customer experience:

-  Provides accurate delivery expectations.
-  Avoids extra charges (due to weight or size changes).
-  Customers can track their parcels throughout the whole journey.
-  Including a customer's email and phone number allows them to choose delivery options.



Australia Post

Sort by speed for more efficient delivery.

Sorting your parcels by speed can make a real difference. It means each parcel will be sent to the right processing facility, first time, reducing double-handling and helping get parcels to their destination sooner.

Incorrect sorting can result in delivery delays and an increase in calls to your support team, which can impact your customers' overall experience.

Express Post parcels should always be separated from Parcel Post to ensure they're prioritised for delivery through our network. Use Express Post tape on parcels, to ensure these items get priority.



Australia Post

For streamlined delivery, sort by size.

When you correctly sort parcels by small and large, delivery performance improves and customer satisfaction skyrockets.

It's important that the right sized parcels are sent to the right facility, first time. If not, parcels must be re-routed.

Using a Small Parcel Streaming Gauge is a simple way to double-check the correct size for each parcel. If you need to order one, contact your Account Manager or local lodgement point.



Size

Australia Post cannot accept parcels over maximum limits. When you're sending parcels, make sure they don't exceed the maximum size dimensions for the service you're using. And take note - boxes can't exceed 0.25 cubic metres.

Australia Post (Domestic)^	Australia Post (International)^	StarTrack Road Express*	StarTrack Premium*
<p>70cm Max Width 70cm Max Height 105cm Max Length 22kg Max (Dead) Weight</p>	<p>140cm Max Girth (Height + Width) x 2 105cm Max Length 20kg Max (Dead) Weight</p>	<p>60cm Max Width 60cm Max Height 117cm Max Length 20kg Max (Dead) Weight</p>	<p>60cm Max Width 60cm Max Height 100cm Max Length 22kg Max (Dead) Weight</p>

Australia Post will not allow any parcel to exceed 0.25 cubic metres regardless of whether all other dimensions have been met. e.g. (L) 0.7 x (W) 0.6 x (H) 0.595 = 0.25m³ x 250 = 62.5kg³ chargeable weight

[^] Australia Post may refuse to carry any parcel that falls outside these size and weight limits and where the parcel is refused, an Administrative Fee and the Return to Sender Fee will be charged. For any parcel over the maximum limits consigned to us that does make it into our network, an Over Maximum Limits fee of \$100 (incl. GST) will be charged by Australia Post (acting reasonably having regard to the size and/or weight of the parcel), in addition to the normal delivery charge for that parcel.

* A Manual Handling Surcharge (MHS) will apply to any item which exceeds the StarTrack Road Express or StarTrack Premium size and weight dimensions.



Put safety first, every time.

Nothing is more important than safety. And there's plenty we all can do to maximise safety and wellbeing in the workplace. Not just for ourselves, but for our suppliers and customers too.



- ✓ Make sure every parcel and satchel has its correct weight declared.
- ✓ Be careful not to overload ULDs. Their maximum weight is 600kg.
- ✓ Stick to correct ULD labelling, VISA labels facing outwards on both ULD plates showing the date, destination, contents and gross weight.
- ✓ Gates on stacked ULDs should all face the same direction when loaded.
- ✓ Encourage all team members to know their responsibilities on safety, by reading the Parcel & Freight Preparation Guide.
- ✓ Getting these things right before loading avoids delays and rework.

To ensure zero harm, we can't afford to let our guard down on safety.



Scan the QR code for information about Chain of Responsibility requirements.



Australia Post

This way up: labelling done well.

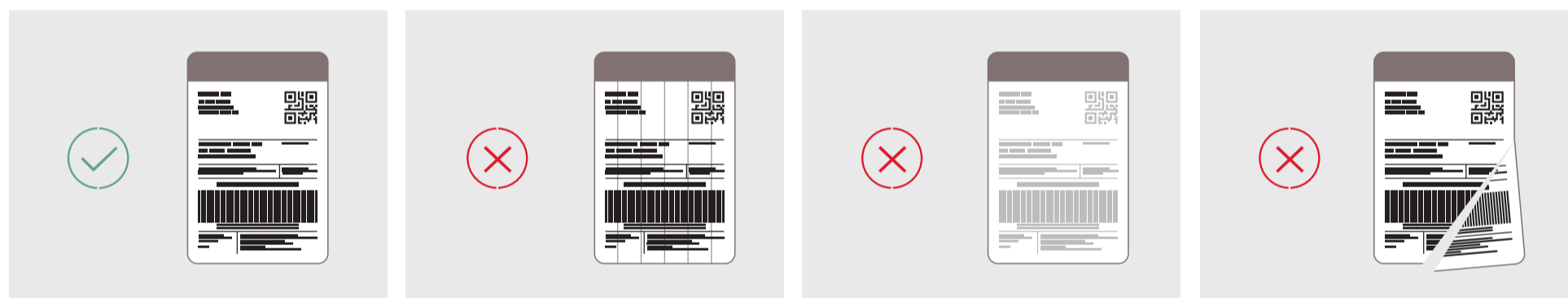
It's not just about getting all the key information right. Consistent print quality and careful application are critical in ensuring sorting and tracking work as they should.

When labelling's done right, your parcels are processed efficiently and get to their destination sooner.

Print good quality labels

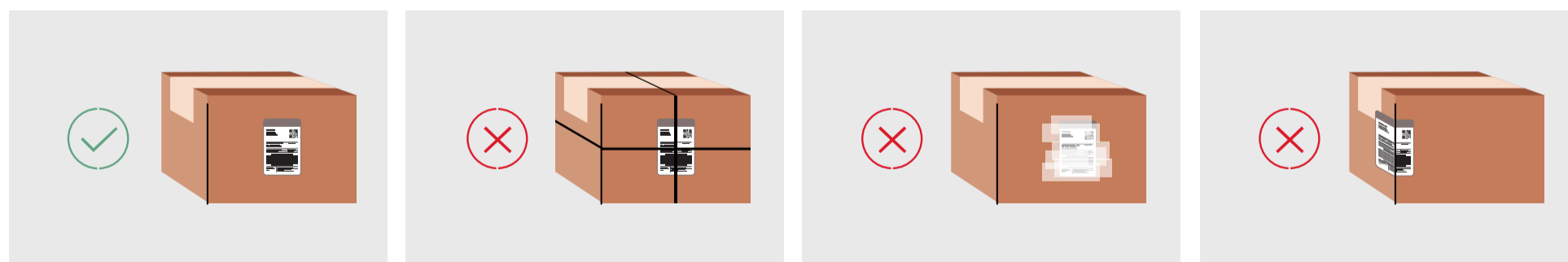
Print labels on matte white paper, with barcode and address clearly visible.

Checking your printer heads daily can help ensure good label quality - the ink should be black, not grey or faded; and free of print lines.



Place labels on items correctly

Apply labels to the largest, flattest surface of the parcel. Make sure they're clearly visible and aren't wrapped around corners, creased or obstructed by strapping or tape.



Your lodgement checklist. Streamlined and on-time.

For the best possible delivery experience for your customers, cross-check your items against this handy checklist.



Labelling quality control

- ✓ Label template used as a guide.
- ✓ Include receiver contact details.
- ✓ Labels printed clearly.
- ✓ Labels correctly applied.



Sorting... sorted

- ✓ Use Express Post tape.
- ✓ Separate Express Post items before lodging.
- ✓ Use Small Parcel Streaming Gauge to correctly sort small from large items.
- ✓ Separate out dangerous goods.



ULD Preparation

- ✓ Check each ULD doesn't exceed 600kg in gross weight and isn't overfilled.
- ✓ Check ULD labelling, including weights.
- ✓ Check that your ULDs meet the Chain of Responsibility Guidelines.



Manifest accurately

- ✓ Fully complete your manifest, checking correct dimensions, weight, and customer information.
- ✓ Submit your manifest when you hand your items over.
- ✓ Hand a print copy to your driver.



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