

# Helpful Contacts

As a valued e-LMS customer, we have a range of support services to help make using e-LMS as easy as possible.

## Lodgement point

Please contact your lodgement point for the following:

- Customs forms and labels for international products
- New or additional pricing (for non-contract customers)
- Mailing statement cancellations
- To order trays/tubs and tray labels
- Damaged parcels. If your customer receives a damaged parcel, your customer will need to take their parcel to an Australia Post retail outlet.

## Credit manager

Please contact your credit manager for the following:

- To change or add a lodgement point
- Late payment fees
- Invoice queries
- Credit for a mailing statement you did not lodge
- Charging issues

## Account manager

For customers with contracts, please contact your credit manager for the following:

- New or additional pricing
- All contract matters, including expiry issues

## National customer care contact centre

Enquires – 13 11 18

Please contact our National customer care contact centre line for all enquiries including:

- Lost or damaged items
- To arrange or change your pickup times
- Tracking an article

## Technical support

Lodgement Support

1800 028 361 (Monday - Friday, 8am – 6pm)

[eLMSsupport@auspost.com.au](mailto:eLMSsupport@auspost.com.au)

Please contact Lodgement Support for technical assistance for following:

- Login or password assistance
- e-LMS platform technical issues or errors

