



MyPost Business Toolkit

How to send smarter with MyPost Business.



Australia Post

Contents

Send smarter with MyPost Business	3
Save money on parcel sending	4
MyPost Business savings bands	5
MyPost Business products	6
How to save time on sending	7
Add a single order	7
Import orders from your eBay store	8
Add bulk orders using a CSV file	8
Pay and print multiple orders at once	9
Set up your label printing preferences	9
Sending parcels overseas	10
Lodge parcels your way	11
Save your QR code to your digital wallet	11
Book a parcel pickup	11
Other ways MyPost Business can help	12
Create a return label	12
Order packaging	12
Address validation	12
Help and support	13

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



Smart sending tools save you time



Send anywhere in Australia and to 190+ countries



Your choice of delivery speeds



Flexible ways to lodge parcels



Send tracking notifications



Easy returns process²



Support from Post Offices, online chat or request a call back



Carbon neutral delivery and recyclable Aus Post branded packaging

KYLIE ANDERSON,
FOHER CO





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!



Save on domestic and international sending

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



Did you know shipping is often the third highest cost for businesses? Being able to save on sending makes a big difference to your bottom line.



MyPost Business savings bands

Band 0	Band 1	Band 2	Band 3	Band 4	Band 5
If you spent \$0-49 on parcel sending in the last 4 weeks. Or, up to \$499 in the last 12 months.	If you spent \$50-249 on parcel sending in the last 4 weeks. Or, \$500-2499 in the last 12 months.	If you spent \$250-499 on parcel sending in the last 4 weeks. Or, \$2500-4999 in the last 12 months.	If you spent \$500-999 on parcel sending in the last 4 weeks. Or, \$5000-9999 in the last 12 months.	If you spent \$1000-1,999 on parcel sending in the last 4 weeks. Or, \$10,000-19,999 in the last 12 months.	If you spent over \$2,000 on parcel sending in the last 4 weeks. Or, \$20k+ 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	0%	5%	20%	25%	30%	35%
Zone 2	China			15%	20%	25%	25%
	Rest of Asia			10%	15%	20%	20%
	Pacific Islands			7.5%	10%	12.5%	15%
Zone 3	USA & Canada			15%	20%	25%	25%
Zone 4	UK & Ireland	15%	20%	25%	25%		
	Major Europe	10%	15%	20%	20%		
	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		33.3%
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.	\$11.98
	Next business day: Orders need to be placed by midnight. Parcel pickup within a 4-hour window.	\$11.98

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

MyPost Business Products as of 4th July 2022	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 postage (up to 2kg)	✓	✓
International Standard assessed parcel postage (up to 20kg)	✓	✓
International Express assessed parcel postage (up to 20kg)	✓	✓
International Express Letters (up to 2kg)	✓	✓
International Courier parcels (instore purchases only)	✓	✗
International Economy Sea parcels (instore purchases only)	✓	✗
Prepaid International 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

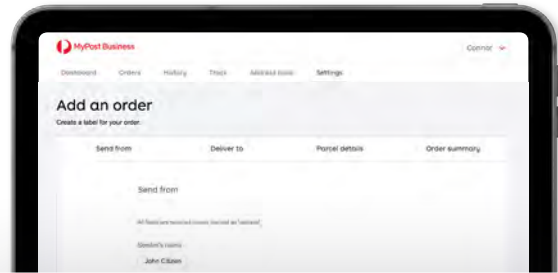


Use an online portal to make sending easier

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 History 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

- Send tracking notifications to this recipient (optional)

Tip: Tracking is optional for domestic shipping. For international sending, tracking is automatically included in Express and Standard shipping. [Learn how tracking works](#)

“During our peak period, we were sending 150 orders a day. MyPost Business helps us get those out the door quicker, that's for sure.”

STEPHANIE MORTEL,
MORTELS SHEEPSKIN FACTORY



Save time with smart sending tools



Automate shipping label creation

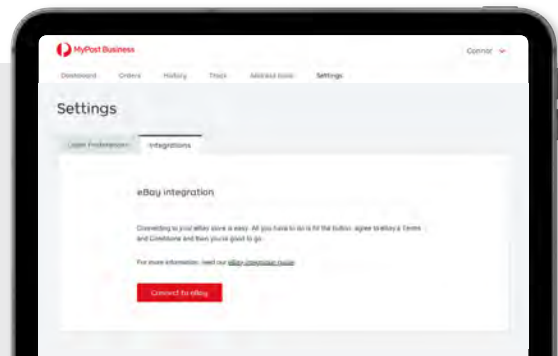
Integrate your MyPost Business account with eBay and other eCommerce partners to automatically create shipping labels for your online orders and make sending even easier.

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

[Find out more](#) about integrations.

Import orders directly from your eBay store

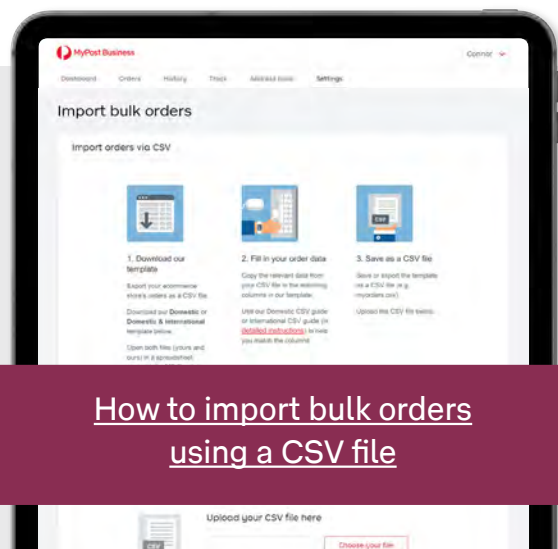
Connecting MyPost Business to your eBay store is easy. And once connected, you'll be able to save time by importing your eBay orders directly into your Orders list.



[How to connect to your eBay store](#)

Add bulk orders using a CSV file

One of the easiest and fastest ways to get order information from your online shop to MyPost Business, is to use a CSV file.

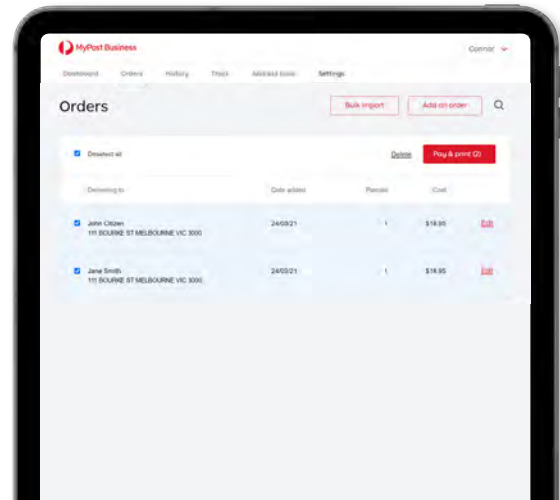


[How to import bulk orders using a CSV file](#)

Pay and print multiple orders at once

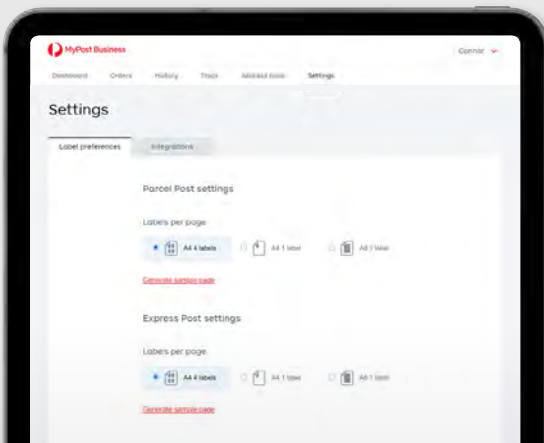
You can also save time by paying and printing multiple orders at once.

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 History tab



Set up your label printing preferences

1. Go to the Settings tab and select how many labels you want per page
2. Then select your Express Post settings and your International settings



“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

Global sending, sorted



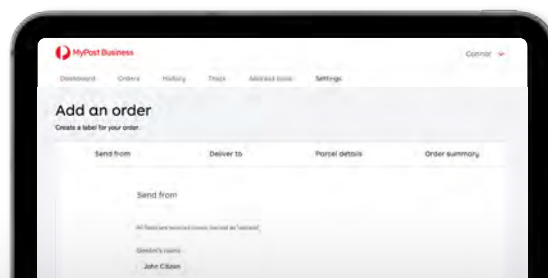
One account for sending here and overseas

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

And choose from three 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. Complete the customs declaration
4. Select 'Yes' for whether the contents have a commercial value
5. Enter 'Sale of goods' for the export reason
6. Declare the contents of your parcel and the material it's made of
7. Enter the 6-digit HS tariff code
8. Place your label in a plastic sleeve and attach to the parcel
9. Choose from one of our international parcel services
10. Select 'Save order'



Enter a destination

Popular destinations: China, New Zealand, United Kingdom, United States

Tip: To make sure it's safe to send check the [international post guide](#)

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

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

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

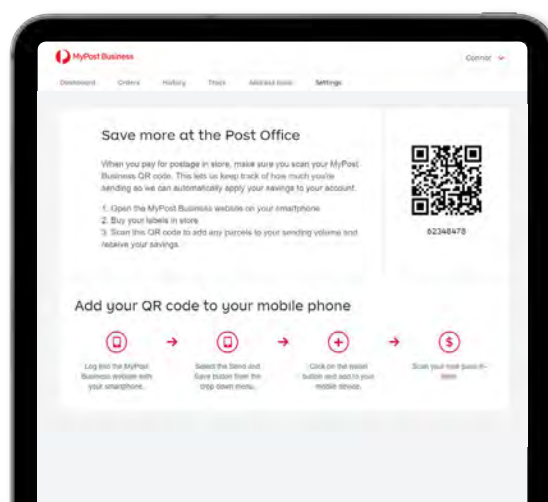
Getting your parcels out the door is simple. You can lodge them at over 4,000 local Post Offices or 13,000 street posting boxes.

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

Save your QR code to your digital wallet

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.

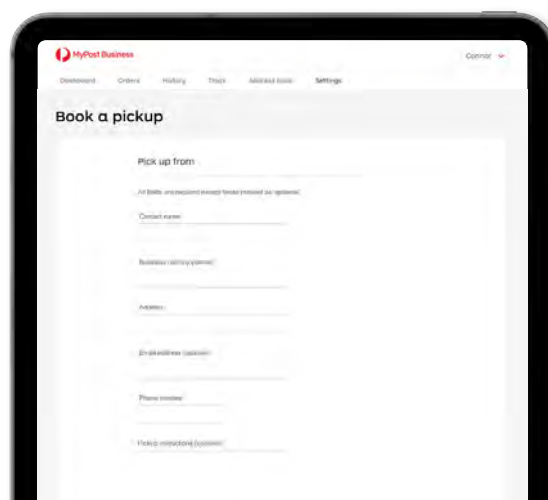
Then if you're paying for postage at a Post Office, make sure you scan your MyPost Business QR code, so any savings are automatically applied to your account.



Book a parcel pickup

1. Go to the 'Book a pickup' tab
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.



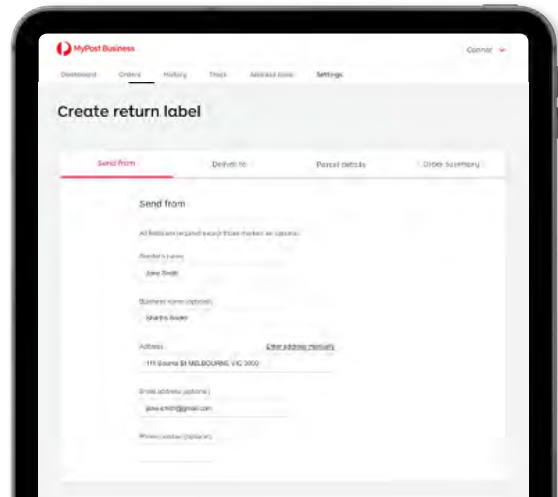
Deliver a great customer experience

Deliver a great customer experience by offering fast delivery and an easy returns process.² Your customers can also manage their deliveries in the AusPost app.

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 History 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

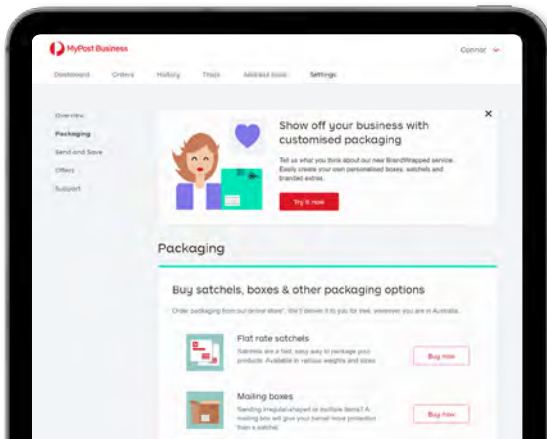


Packaging

You can order packaging through MyPost Business. Go to the Packaging tab in the Dashboard and you'll be connected to the Australia Post Shop. Select the items you want to purchase, proceed to payment and fill in your details to complete the transaction.

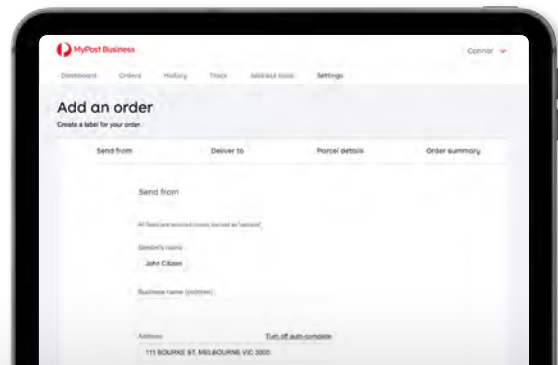


All AusPost branded plastic satchels and parcel boxes are recyclable.



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.





“MyPost Business is just so efficient. It saves us at least an hour every single day.”

ADAM KERRINS, THE SCENT LAB

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 with live chat, 8am – 8pm, Mon – Fri 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? Request a call-back from our support team, available 8am – 6pm, Mon – Fri 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.