



Top tips for parcel and freight preparation

Small improvements in how you prepare and lodge parcels can make a big difference in delivery speed and enhancing the customer experience.

To support this, we've created a series of helpful parcel preparation posters with key tips on getting parcels ready for quick, error-free processing.

These posters cover:

- ✓ The importance of manifesting correctly.
- ✓ How to correctly sort parcels by speed and size.
- ✓ Safe lodgement techniques and responsibilities.
- ✓ Label quality for ease of processing.
- ✓ A checklist of tips for best practice parcel lodgement.



Why use these posters?

Proper training and prep – especially ahead of eCommerce peaks – will help us work with you to deliver the best experience for your customers.

Print these posters for yourself or your team as a quick reference guide during the busy season. There's even a checklist to help make sure everything's covered off.

Questions? Or looking for more info on improving your parcel preparation? Reach out to your Account Manager, Service Partner or local facility.





Top tips for parcel and freight preparation

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



Top tips for parcel and freight preparation

Sort by speed and size for efficient deliveries

Sorting parcels by speed and size can make a real difference on your customers' overall delivery experience. It helps parcels arrive sooner.

If parcels aren't sorted correctly, they may end up at the wrong processing facility and need to be re-routed. This double-handling can cause delivery delays and an increase in calls to your support team.

Correct sortation by speed is easy

Before collection or drop-off, next day and Express Post parcels should be separated from Parcel Post. Use Express Post tape to ensure they're prioritised for delivery through our network.

Note: Express tape should never be used on Parcel Post items. This will lead to re-routing and delays on your goods.

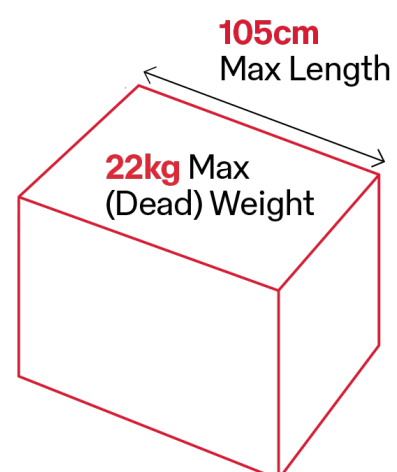
It's also important that the right-sized parcels are sent to the right facility, first time

To sort for size, use a Small Parcel Streaming Gauge to double-check the parcel size, separating small parcels from large ones.

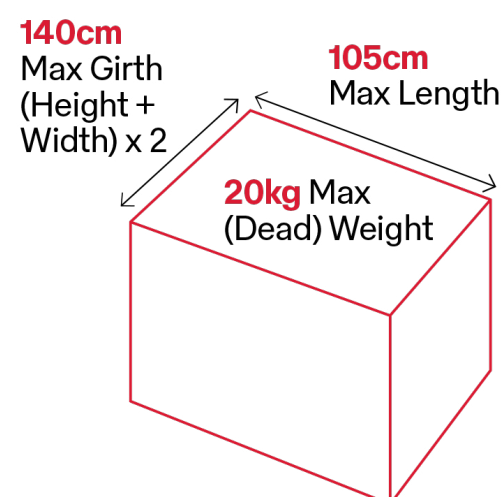
Your Account Manager or local lodgement point can supply one.

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)*



* 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. w) 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.





Top tips for parcel and freight preparation

Always put safety first

There's plenty we can all do to maximise safety and wellbeing in the workplace – for our suppliers, customers, teams and ourselves.



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.





Top tips for parcel and freight preparation

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, while poor labelling can have a huge impact on delivery speed. If labels are obscured, folded or poor quality, they can't be read by our scanners, causing delays and an unnecessary increase in calls to your customer service teams.

Print good quality labels

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

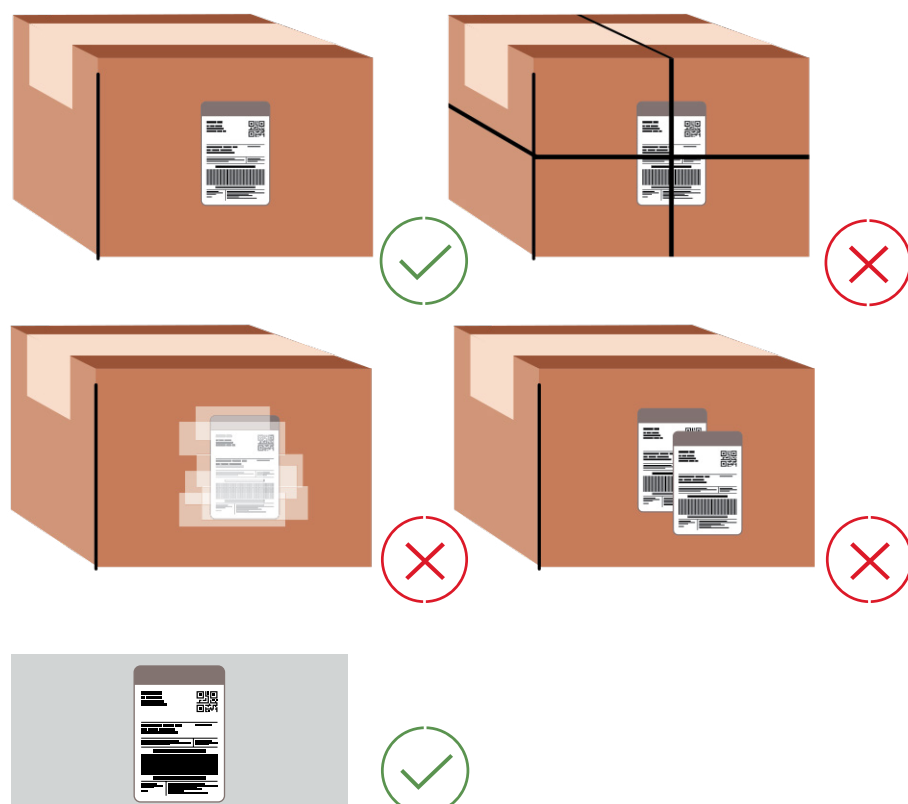
Checking your printer heads daily can help ensure good label quality – the ink should be black, not grey or faded; and free of print lines.



Note: be sure to always remove old labels, including barcodes, if reusing packaging.

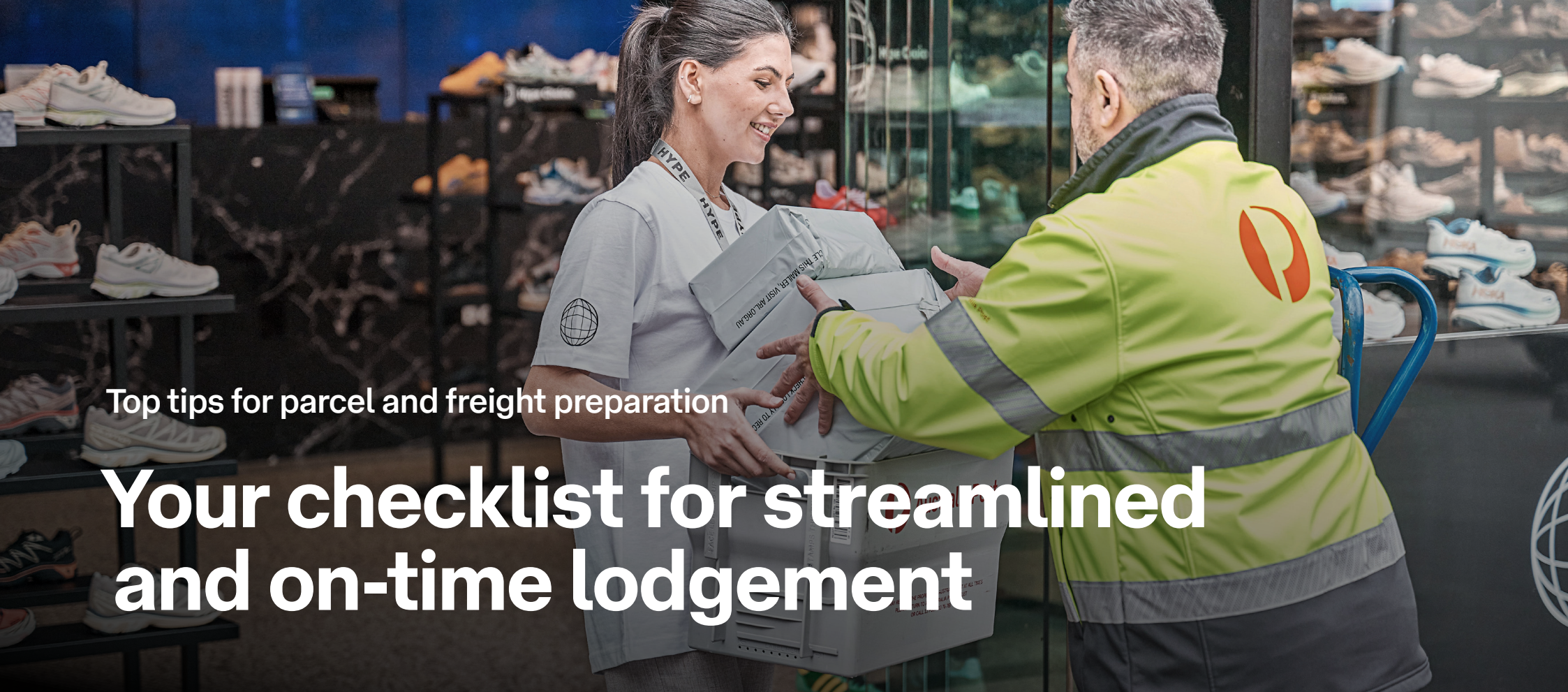
Place labels on items correctly

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



Note: for satchels, remember to place labels in the centre.





Top tips for parcel and freight preparation

Your checklist for streamlined and on-time lodgement

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

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.

ULD guidelines

- ✓ Check each ULD doesn't exceed 600kg in gross weight and isn't over filled.
- ✓ Check ULD labelling, including weights. Your Account Manager can supply extra ULD labels.
- ✓ Check that your ULDs meet the Chain of Responsibility Guidelines.
- ✓ Order via the LQS, do not order beyond your requirements.

