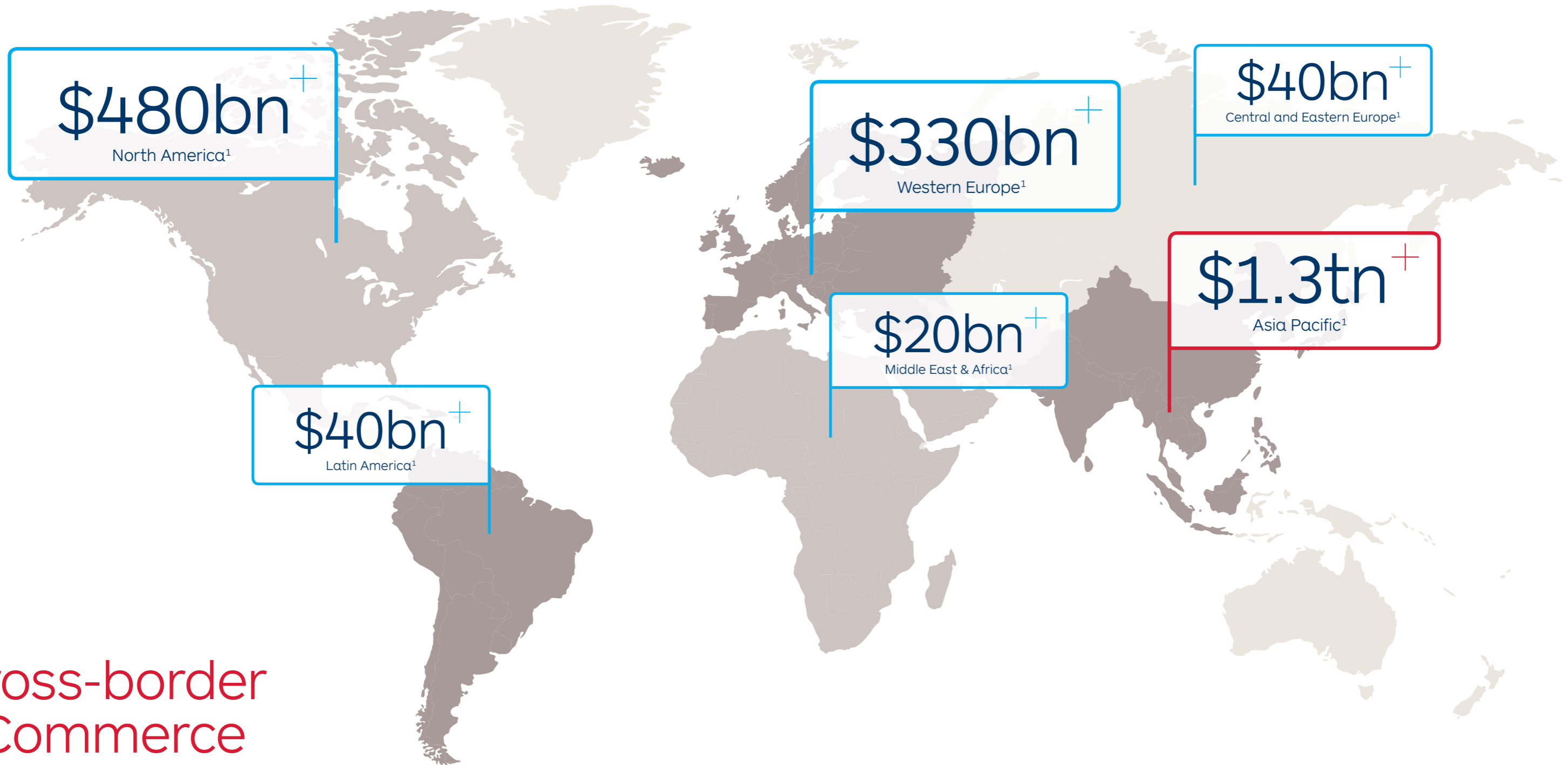




GAIN MARKET
LEADING
INSIGHTS

Take your business
to more places

ACCESS
OVER 190+
COUNTRIES



Cross-border eCommerce

In 2017, worldwide B2C eCommerce sales are predicted to rise 23.2% to over \$2.2tn.¹

The international market has grown.

Online shoppers have more confidence in eCommerce than ever before – and more expectations as well. They’re looking for a broader range of products from all around the world, and a better delivery experience to match.

Let’s keep your business growing too.

To make the most of this growth – and to maintain your business’ momentum – you need a reliable business partner, with global market insights and expertise.

Our international delivery capabilities and eCommerce connections will help take your business where you need to go. We’ve enhanced our products and services to offer a more efficient, simpler, flexible delivery service – with new free tools, enhanced tracking and notifications² for you and your customers.

In addition, we offer some of the most up-to-date eCommerce insights to help your business operate and thrive on a global scale.

Smarter, simpler
and more flexible



Our new range of international delivery services have been designed to make delivering to customers around the world easier than ever.

All you need to do is choose your delivery speed, add any optional features you need, and take advantage of the complimentary features.

Select your speed	Complimentary features	Optional features	Max weight per parcel
International Express 2-5 days ³	Online tracking ² Email notifications ² Signature on delivery ⁴ Compensation up to \$50 ⁵	Extra cover ⁶	20kg
International Standard 5-10 days ³	Online tracking ² Email notifications ² Compensation up to \$50 ⁵	Signature on delivery ⁴ Extra cover ⁶	20kg
International Economy 6+ days ³	Compensation up to \$50 ⁵	Signature on delivery ⁴ Extra cover ⁶	2kg

Keep track to keep ahead

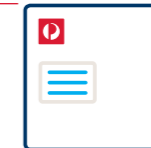
We've made enhancements and additions to our tracked products, so you and your customer will have extra visibility of items through our online tracking site – along with the benefits of a leading delivery experience.

In addition to the track events received as a part of our tracked services, these track events will now be received if a parcel is held up in Customs or attempted to be delivered²



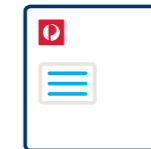
Your delivery is in customs

Once it's cleared (if required), it'll be on board with the local carrier.



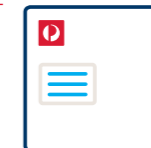
Your delivery requires action

Please get in touch with your local customs authority or postal organisation – remember, customs processes vary from country to country.

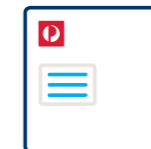


Your delivery is out of customs

And it's on the way.

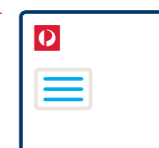


Your item has been delivered



We tried to deliver your item

But we weren't able to get it to you. Your local postal organisation or third party carrier will be in touch to give you more information.



The tools to take your business further

Our new range of free tools promote a seamless customer experience for you and your customers – from the moment of purchase right through to delivery.



Address Validation⁷

If a customer enters their address incorrectly, it can lead to delayed or lost deliveries. This tool checks address accuracy, makes suggestions, and reformats addresses to meet international standards.

How will it help?

- Deliveries are more likely to be made the first time.
- Customers are less likely to be disappointed by an unsuccessful delivery.



HS Tariff Look-up⁸

It might be an optional field, but using the right HS Tariff Code on consignment notes can help to reduce customs hold ups – which can help improve delivery times. These codes are used all around the world, and let a Customs Officer know what categories of goods are being sent. With our new HS Tariff Look-up, you'll be able to easily add these codes directly through eParcel.

How will it help?

- Assists customs clearance processing, for a more efficient delivery experience.
- Makes it easier for your business to correctly declare the goods being sent.



Landed Cost Calculator⁹

Customers don't always know about the import tariffs that might be applied to the goods they've purchased – which can lead to unexpected costs, customs delays or undelivered parcels. With our Landed Cost Calculator, you will be able to estimate these tariffs right at the start – so there are fewer surprises later on.

How will it help?

- With the option to provide this to your customers, they can make purchases more confidently.
- Help to avoid any unexpected costs and disappointed customers.

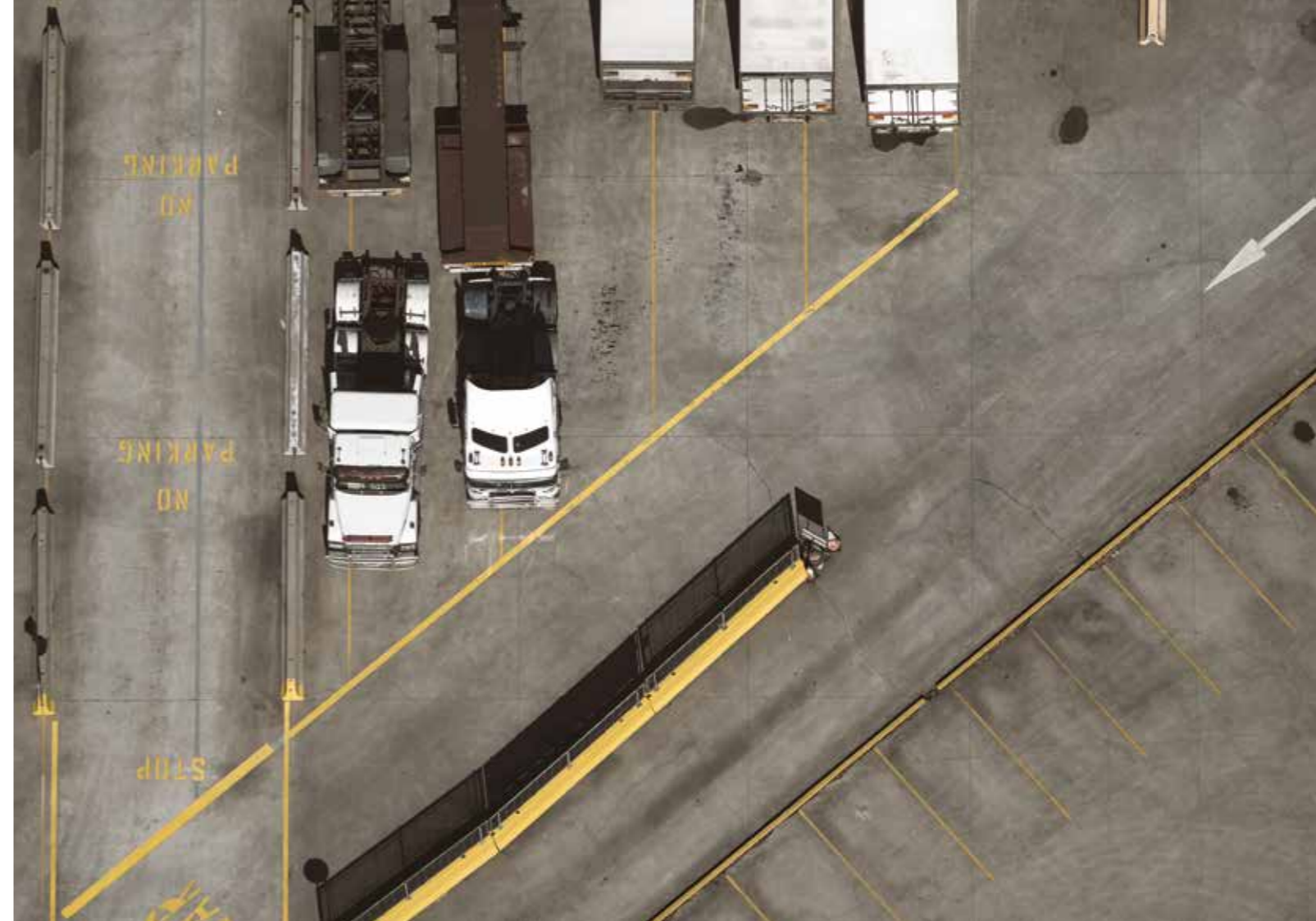


Prohibition and Restrictions¹⁰

When sending overseas, some customers aren't aware of destination countries' Prohibitions and Restrictions on purchasing certain items. With the Prohibitions and Restrictions tool, you'll be able to inform yourselves and customers of importation restrictions by country.

How will it help?

- Help to avoid return to sender items and fees.
- Give international shoppers more confidence to buy from you.



Let's take your business
somewhere new

Australia Post's international network gives you the freedom to do business all over the world – and make the most of global opportunities. As your business grows, our international supply chain solutions (including warehousing, pick, pack and delivery) can help you maintain the outstanding delivery standards your customers have come to expect from you here in Australia.

340m⁺ delivery points worldwide¹¹



180k⁺ parcel collection locations worldwide¹¹

190⁺ delivery to more than 190 countries

Joint ventures with Sai Cheng Logistics (China Post) and Aramex Global Solutions

270k⁺ parcels processed daily

A proud member of the Universal Postal Union – an international alliance of postal administrations established to provide a vast and reliable network supported by local knowledge, service excellence and leadership.

As eCommerce experts, we don't just have the scale to back your worldwide eCommerce operations. We have the expertise, insights and experience to move it in exciting directions too.

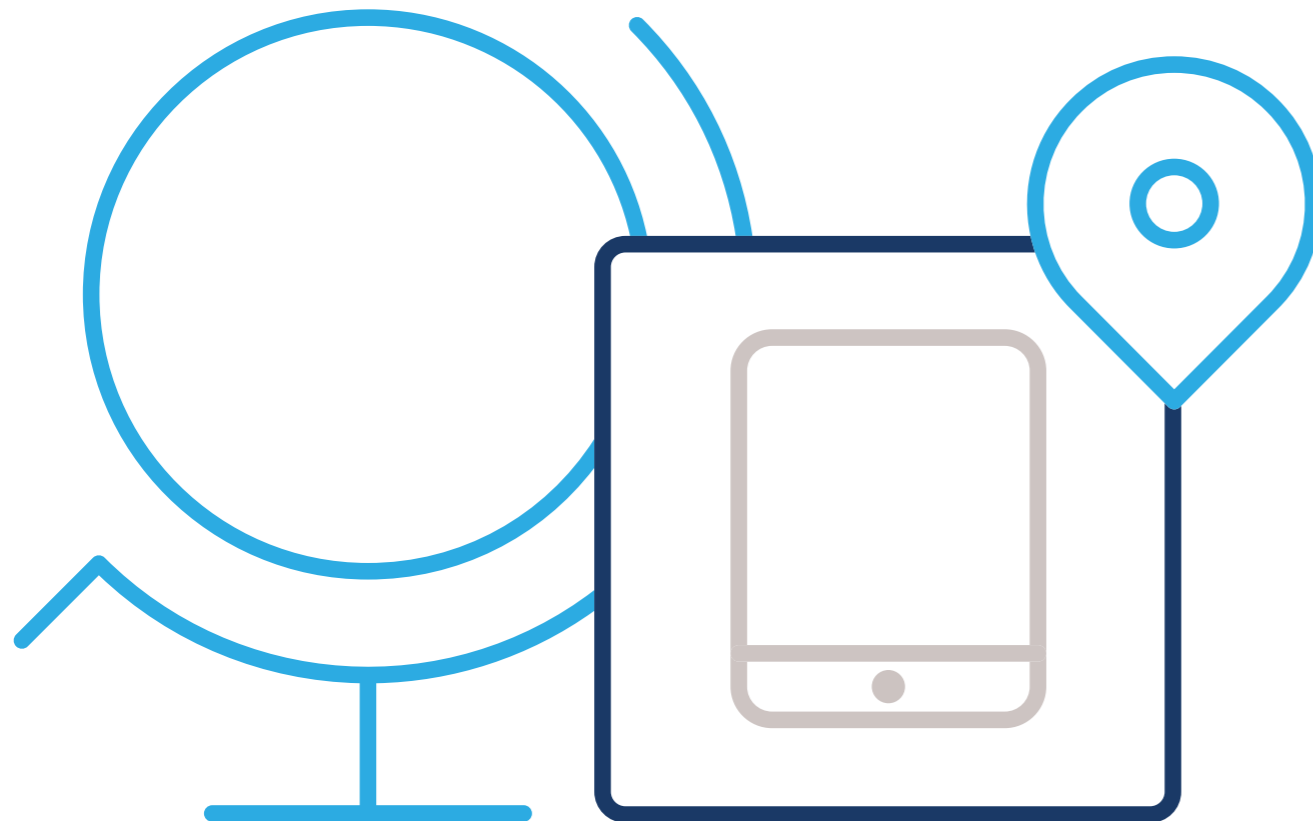
Opening doors to global eCommerce marketplaces

For many businesses, that means heading overseas through one of the many thriving eCommerce marketplaces. There is growing demand within these marketplaces for top-quality Australian products and we're driven to help you join them.

Using our connections with some of the largest eCommerce players in the world, your business will receive access to cross-border trade solutions, helping you to navigate the next stage of your eCommerce journey.

Ready to find out more about setting up shop?

Get in touch with your Account Manager to find out more.



- 1 Source: Cross-border e-commerce © International Post Corporation, 2016, all rights reserved.
- 2 Not available for all countries, please check the International Post Guide for country-specific details (auspost.com.au/apps/international-post-guide.html).
- 3 Standard delivery times between metropolitan areas of major cities, excludes time in customs if applicable and may be subject to delay due to causes outside of Australia Post's control.
- 4 Additional charges apply. The signature on delivery fee does not apply to International Express. Signature on Delivery is only available for certain countries. For further details, see our International Post Guide at auspost.com.au/apps/international-post-guide.html.
- 5 Compensation received if an item damaged or lost.
- 6 Additional charges apply. Extra Cover is only available to certain countries. Cover restrictions may vary depending on country. For more details, see our International Post Guide at auspost.com.au/parcels-mail/international-post-guide.html.
- 7 Australia Post will endeavour to keep the Address Validation Tool up-to-date, but will not be liable for any errors or out of date information. Visit support.qas.com/legal.htm for the Address Validation Tool terms of service.
- 8 The HS Tariff Look-up is not available for all countries. Australia Post will endeavour to keep the HS Tariff Look-up tool up-to-date, but will not be liable for any errors or out of date information. For terms and conditions see the following link amberroad.com/content/terms-use.
- 9 Australia Post will endeavour to keep the landed cost calculator up-to-date, but will not be liable for any errors or out of date information. Customers should be aware that the landed cost calculator produces an estimate only as at a point in time and the correct amount owed will be as assessed by the relevant customs office. Visit amberroad.com/content/terms-use for the landed cost calculator terms of service.
- 10 Australia Post will endeavour to keep the Prohibited and Restricted Goods Look-up tool up-to-date, but accepts no liability for losses arising from goods that are not cleared through customs. Customers should be aware that the Prohibited and Restricted Goods Look-up tool does not represent a definitive view or legal advice as to what goods are prohibited from entry into specific countries. The entry of goods into specific countries will be subject to local customs officials.
- 11 Figures supplied by Kahala Posts Group and correct as of September 2017. For more information visit kahalapostsgroup.com.



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