



BUSINESS

# Domestic letter with tracking Imprint

## An affordable way to send and track important items<sup>1</sup>

### At a glance

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Addressed mail

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Access up to 12+ million addresses across Australia<sup>2</sup>

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Item tracking<sup>3</sup>

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Delivery status reporting

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Compensation for loss or damage up to \$100<sup>4</sup>

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Optional email and SMS tracking notifications

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Minimum annual volume of 10,000 units<sup>1</sup>

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## Keep track of important items

77% of surveyed Australians have important items delivered to their letterbox – such as credit cards, licences, gift cards, tickets, and important documents. Of this group, 76% would like the ability to track these deliveries.<sup>5</sup>

### Provide customer peace of mind

Online tracking and tracking notifications help give your customers peace of mind that their delivery is progressing smoothly.

Domestic letter with tracking Imprint provides the same tracking experience as items sent by Registered Post, with a scan on delivery rather than a signature on delivery.

Items are scanned and tracked when processed at our facility, and when delivered. And it's easy to keep track of them with our delivery status reports and online tracking.<sup>3</sup>

Plus, when sending items over \$100 in value, you can purchase Extra Cover for loss or damage of up to \$500.<sup>4</sup>

### Manage customer expectations

Of the 77% of surveyed Australians who have important items delivered, 56% want access to tracking notifications.<sup>5</sup>

Sending an email or SMS notification when an important item passes through key stages of the delivery process, may help to build trust and loyalty with your customers.

Plus, tracking notifications will provide your customers with an estimated delivery time frame.

### Domestic letter with tracking Imprint is a service for sending documents or similar flat and flexible items

Examples of acceptable items include:

- licences or ID cards
- tickets
- debit and credit cards
- membership or loyalty cards
- SIM cards
- gift cards

# Start sending Domestic letter with tracking Imprint

## Apply to use the service

To apply for a contract, simply contact your Australia Post Account Manager.

You'll need to provide your Australia Post Business Credit Account name and number, and advise if you'd like to opt-in for Delivery Status Reporting.



## Confirm your items are eligible to send

You'll need to send two physical samples of the types of items you wish to send, and we'll confirm they are eligible to send.

Once accepted, we'll send you a Customer Reference ID and the specifications you'll need to create the imprint.



## Create imprint with 2D barcode

Once you've created your sample imprints with unique barcodes, send them to [DLWTImprint@auspost.com.au](mailto:DLWTImprint@auspost.com.au) for approval.

We'll get busy testing and validating your sample, providing advice within 5 business days – you'll then be ready to start sending.



## Lodge your items

Visit our [e-LMS page](#) to:

- register for e-LMS if not using an agent or are new to e-LMS
- lodge items
- read the e-LMS User Guide.

Reach out to your Australia Post Account Manager to start sending Domestic letter with tracking Imprint.

## Delivery solutions for every business

### Our network

12+ million delivery points across Australia

4,000+ alternative delivery addresses

4,300+ Post Offices

53 Business Hubs

### Service delivery highlights (per annum)

90 million parcels delivered to 214 countries

230 million retail customer visits

316 million digital customer visits

6.5 million physical identity transactions

1.5 million digital identity checks

75 million banking and Post BillPay transactions

1. Contracted pricing will be based on a minimum annual volume of 10,000 units, and will depend on article attributes.
2. As at April 2020.
3. The number of tracking scans will vary depending on how the envelope is lodged, scanned, processed and delivered. Envelopes will receive a scan at a processing facility if processed via automatic processing equipment, or on delivery, where a tracking scan can be captured.
4. Terms and conditions apply. Please see [here](#) for more information.
5. Consumer Omnibus Survey, Australia Post, March 2020, survey sample of 2421 people.
6. Next business day delivery is only available within the Express Post next business day delivery network. Please note, the Express Post guarantee is temporarily suspended. Express Post is still available, and will continue to be prioritised as the fastest option for customers, but may not always meet the next business day delivery standard.



### Send your urgent mail with Express Post

For next business day delivery<sup>6</sup> between all Australian capital cities (except Darwin), and selected major towns, use Express Post letters.



### Get extra peace of mind with Registered Post

Registered Post gives you proof of delivery, with tracking<sup>3</sup> and a signature on delivery.