

LPO and PO eParcel

User Guide

Effective 29 April 2020

auspost.com.au

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Overview of eParcel System

eParcel is an Australia Post online parcel lodgement system, which a customer accesses from the internet.

Customer's create a manifest/order summary and provide a copy with their parcels at an approved Australia Post facility lodgement point (also known as an eParcel acceptance Point) which can be a Post Shop, Business Hub, Mail Centre or LPO.

1.1 Key benefits of the eParcel system:

- Allows electronic lodging of parcel paperwork
- Creates a unique barcoded eParcel label
- Provides notifications to addressee's and tracking a parcel
- Enables customers to be charged for each parcel on their Charge account

1.2 Definitions:

A **Manifest/Order summary** is a summary of the consignments that a customer is lodging with Australia Post that day.

- A **consignment** is one or more parcels going to the same address on the same day
- An eParcel **Lodgement point** is the Australia Post Corporate or Licensed Post Office outlet which the customer has nominated to lodge their parcels.

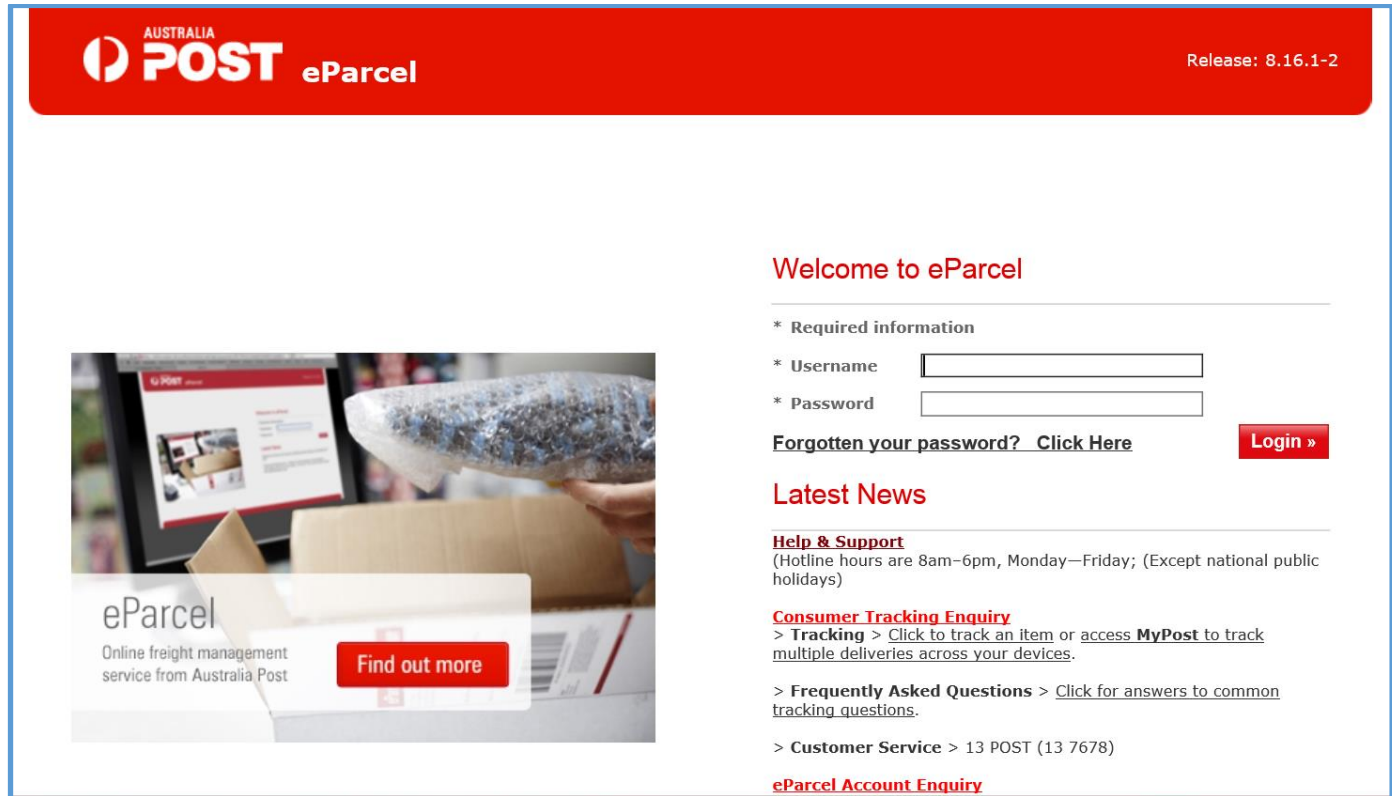
1.3 Responsibilities of the Acceptance Point

- Ensure that the customer has supplied an eParcel **hardcopy manifest/Order Summary** when they lodge their parcels. The acceptance point should refuse to accept the parcels without a manifest.
- Scan the **3D barcode** on the manifest/order summary as lodged (all addressee's of the parcels receive an email notification advising "Your Parcel is on its way")
- Monitor any **unmanifested items** for your customers
- Order and supply the eParcel labels as needed by customers

Access via Post link to eParcel application

You can access eParcel in two ways, either via:

- **POP** > Tools and Apps > click on 'eParcel Acceptance'
- **PostLink** > Information > Applications > eParcel



AUSTRALIA POST eParcel Release: 8.16.1-2

Welcome to eParcel

* Required information

* Username

* Password

[Forgotten your password? Click Here](#) **Login »**

Latest News

Help & Support
(Hotline hours are 8am-6pm, Monday-Friday; (Except national public holidays))

Consumer Tracking Enquiry
> **Tracking** > [Click to track an item](#) or [access MyPost](#) to track multiple deliveries across your devices.

> **Frequently Asked Questions** > [Click for answers to common tracking questions.](#)

> **Customer Service** > 13 POST (13 7678)

[eParcel Account Enquiry](#)

eParcel
Online freight management service from Australia Post **Find out more**

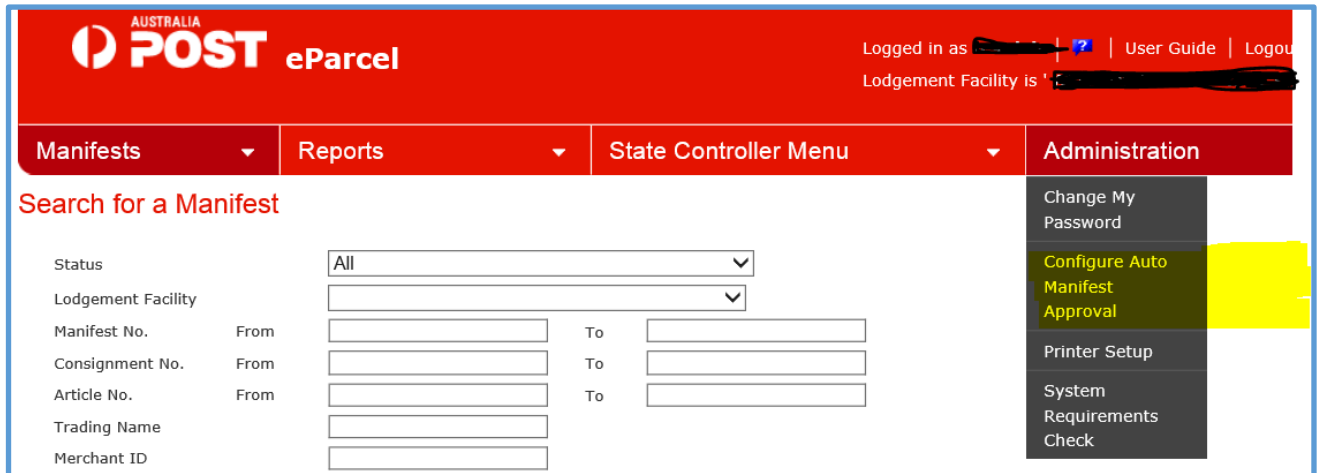
***Password resets** > use the “Forgotten your password?” link on the landing page of eParcel

If more assistance required phone Lodgement Support - 1800 028 361 (Monday to Friday, 8am – 6pm AEST/AEDT, excluding national holidays).

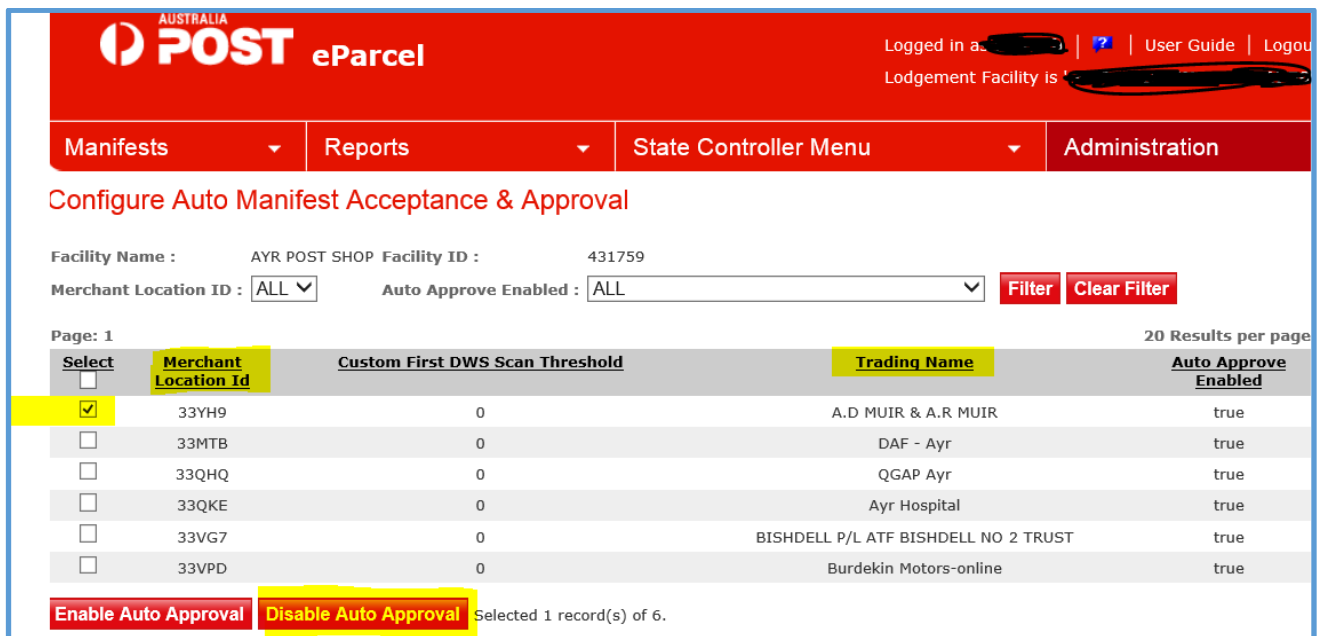
NOTE: all manifests are automatically approved in the eParcel system, Lodgement points are not required to approve manifests **UNLESS** they manually remove a customer from the auto approval process (Refer Page 5)

How to remove a customer from Auto-Approval function

You can remove a customer from the auto-approval function > click on the “Administration” tab > click on “Configure Auto Manifest Approval”



You can filter the report to assist with the search by clicking on the headings “Merchant Location ID” or “Trading Name” this sorts the list alphabetically. Locate the customer > select the customer (left of screen) and click on “Disable Auto Approval”



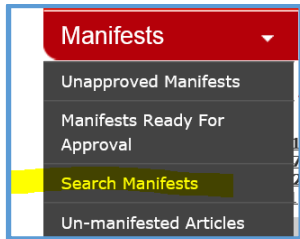
***IMPORTANT** if you take a customer off the auto approval process you are required to **ACCEPT** the manifest manually > click on “Manifests” tab > select “Manifests Ready for Approval” tab

How to delete a consignment from a manifest

NOTE: The system does not allow the deletion of one article from a consignment that contains more than one parcel (multiple articles).

A credit would need to be raised with credit management for the customer > if you require consult your management team.

- Search for the manifest “Search Manifests”.



- On the paperwork there will be a **Merchant ID/Charge Account No/Merchant location ID** – you can enter one of these into the related fields And click “Search Manifests”.
- Click the drop down arrow in Lodgement Facility and scroll to the top of the list and click on the blank space.

Search for a Manifest

Status:

Lodgement Facility:

Manifest No. From: To:

Consignment No. From: To:

Article No. From: To:

Trading Name:

Merchant ID:

Charge Account No.:

Merchant Location ID:

Contract ID:

Please complete at least one set of the date range

Manifest Created Date From: To:

Article Lodgement Date From: To:

Charge Code:

- In the search result locate the manifest and click on the manifest number.

Manifest Search Results										
Date/Time Created	Trading Name	Loc'n ID	Manifest No.	Status	Int'l	Consignments Received Date/Time	Lodgement Date of Articles	Cubi Scan	Select	
27/04/2020 1:28 PM	Shaver Shop Brisbane	XVZ	P1193	Awaiting Scan Data	N	27/04/2020 01 : 29 PM	27/04/2020	None	<input type="checkbox"/>	

- All consignment numbers will be listed, locate the consignment number and tick “select” and click on “Delete Consignment”.

IMPORTANT: DO NOT click cancel this cancels the entire manifest.

- Manifest No. : AP18734934 | Manifest Version No. : 4 | Total No. of Consignments : 4

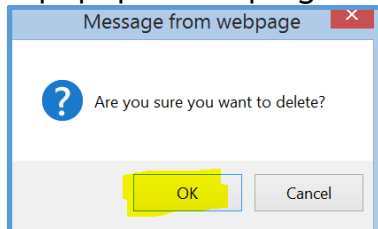
Consignment No.	No. of Articles	Charge Code	Total Actual Weight(kg)	Total Cubic Weight(kg)	Address	Suburb/Town	Post Code	Country	Charge Zone	Select
XW35006885	1	3D05-PARCEL POST + SIGNATURE	1.95	1.88	Shop 2, 132 Clive St	KATANNING	6317	AU	W2	<input checked="" type="checkbox"/>
XW35006886	1	3D05-PARCEL POST + SIGNATURE	1.95	1.88	55 Westmore Ave	SORRENTO	3943	AU	V1	<input type="checkbox"/>
XW35006887	1	3D05-PARCEL POST + SIGNATURE	1.95	1.88	20 Tanundal St	HOWRAH	7018	AU	T0	<input type="checkbox"/>
XW35006884	1	3D05-PARCEL POST + SIGNATURE	1.95	1.88	Unit 19, 18-22 Golden Ave	BONBEACH	3196	AU	V0	<input type="checkbox"/>

Delete Consignment

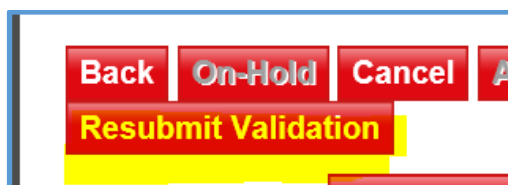
[Back](#)
[On-Hold](#)
[Cancel](#)
[Accept](#)
[View Audit](#)
[Save Manifest](#)
[Acceptance Scan Check](#)
[Print Preview Manifest](#)
[View Merchant's Report](#)

Resubmit Validation

- A popup will display > select OK.



- Click on Resubmit Validation > this places the manifest back into approval process.



Unapproved Manifest Process

(applicable only when a lodgement site has removed a customer from the auto manifesting function)

Click on “Manifests” tab > select Manifests Ready for Approval”

The screenshot shows the top navigation bar of the POST eParcel system. The 'Manifests' dropdown menu is open, and 'Manifests Ready For Approval' is highlighted. Below the menu, there are search filters for 'POST SHOP Facility ID' (431759) and 'Auto Approve Enabled' (ALL). There are 'Filter' and 'Clear Filter' buttons. The page indicates '20 Results per page'.

The screen will display any manifests that you need to approve from the list locate the manifest(s) and tick “Select” and click “Accept”

The screenshot shows the 'Unapproved Manifests' section of the POST eParcel system. It displays a table with 12 columns: Date/Time Created, Trading Name, Loc'n ID, Manifest No., Status, Allow Auto Approval, Int'l, Consignments Received Date/Time, Lodgement Date of Articles, Over Max Wgt., Over Con. Size, Cubi Scan, and Select. There are two rows of data. The 'Select' column has checkboxes. Below the table are buttons for 'Back', 'On-Hold', 'Cancel', 'Accept', and 'Preview'.

Date/Time Created	Trading Name	Loc'n ID	Manifest No.	Status	Allow Auto Approval	Int'l	Consignments Received Date/Time	Lodgement Date of Articles	Over Max Wgt.	Over Con. Size	Cubi Scan	Select
27/04/2020 9:21 PM	Kmart Arana Hills	UM7	5495	Awaiting Approval	<input checked="" type="checkbox"/>	N	27/04/2020 10:08 PM	27/04/2020	<input type="checkbox"/>	<input type="checkbox"/>	None	<input type="checkbox"/>
27/04/2020 9:15 PM	Etrevena Pty Ltd	ZW6	P1108	Awaiting Approval	<input checked="" type="checkbox"/>	N	27/04/2020 10:08 PM	27/04/2020	<input type="checkbox"/>	<input type="checkbox"/>	None	<input type="checkbox"/>

The status of the manifest(s) will change to “Awaiting Scan Data” & the system will approve the manifest once the DWS (dimensional weigh scan) data is uploaded into eParcel for the manifest (within 3-5 days)

Un-manifested Articles – Process

An unmanifested article is a consignment (parcel) that has been lodged by a customer but has not been despatched into eParcel (therefore no postage payment has been received).

Once a week lodgement points must check eParcel for any unmanifested articles belonging to any of their customers.

To view the un-manifested list click on “Manifest” tab > Un-manifested Articles> click “Search Un-manifested Articles” tab

Advise customers in person re un-manifested articles or email them. (Refer Pge 9)

To locate a customer’s email address click on “Search Manifests” > and enter either the **Merchant ID/Charge Account No/Merchant Location ID** > click “Search Manifest” > in search result click on the Loc’n ID and the customer’s email & account details are displayed

Date/Time Created	Trading Name	Loc'n ID	Manifest No.	Status	Int'l	Consignments Received Date/Time	Lodgement Date of Articles	Cubi Scan	Select
28/04/2020 8:04 AM	Help Enterprises Ltd	MF9	P2285	Awaiting Scan Data	N	28/04/2020 08 : 04 AM	28/04/2020	None	<input type="checkbox"/>

There are two types of customer’s **online users** and **integrated customers**. **YOU ONLY NEED TO ACTION** the Online customer’s un-manifested articles these manifests have the prefix P (i.e P1, P2 etc)

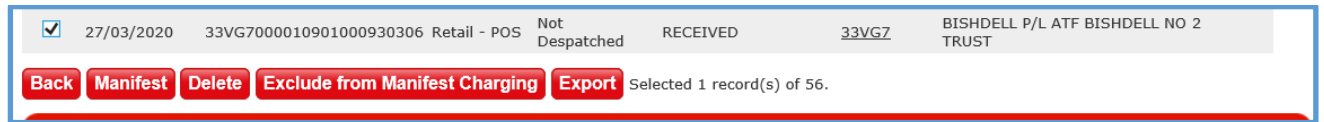
Integrated & Parcel Send customer’s manifests/order summaries commence with random numeric numbers i.e 4545712 or AP5000000

If the un-manifested report contains manifests for **integrated** you don’t need to action because the eParcel system sends an automated email to these customer’s advising them that they have un-manifested articles.

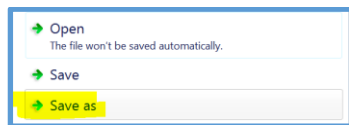
eParcel online customer’s with un-manifested articles must be advised and they must either provide a manifest number or restore the deleted consignment(s) and despatch

How to export customer un-manifested records

Filter to the customer that you wish to export the unmanifested articles & select the article numbers (left of screen) and click “export” tab



A popup will display asking if you want to open/Save/Save as > select Save as and save to your desktop > when sending the un-manifested email attach the saved attachment with the unmanifested article numbers



Contact customers for un-manifested articles

- Notify the customer of the un-manifested articles either via email or in person
- Allow 5 business days for the customer’s response before charging the un-manifested
- If a customer confirms the consignment(s) were deleted and they can’t restore the consignments you manifest the articles (which generates the un-manifested charge)

To charge un-manifested articles that have been deleted > click on “Un-manifested Articles” > locate the customer and select the article numbers and click “**Manifest**” tab



Click on “Manifest”



Sample email to Customer

Dear eParcel Customer

(Attach export of the unmanifested article numbers)

Parcels have been lodged and delivered in the eParcel system without supporting manifests. Please see the attached spreadsheet.

No tracking will be available for your customers for these parcels.

Common causes for un-manifested articles relating to our two different lodgement platforms are below:

eParcel Online:

- Consignments have not been despatched and still in “*view consignments not despatched*” screen.
- Changes were made to a completed consignment after the label was printed (when this occurs the system generates a new article number).
- The consignment was deleted in error. To check this, click on the **Consignment** tab > **View Consignments Soft Deleted** > search for the consignment and select on left of screen and click **Restore**.

If the system returns a message “*Could not restore any consignment due to duplicate Consignment number*” this indicates the consignment has already been charged via the unmanifested process and therefore cannot be restored.

Parcel Send UI:

- Shipments are still in the “*Ready to Despatch*” screen.
- If you select the shipments and the system returns the error message “*We cannot find your selected shipments*” please email ParcelSend@auspost.com.au with:
 - error message
 - account number
 - shipment details

Please respond to this email in the next 5 business days with the action that you have applied re above (i.e. eParcel Online or Parcel Send UI).

Failure to do so may result in unmanifested charges being raised to your account.

Regards,

Transfer Manifest between Lodgement Points

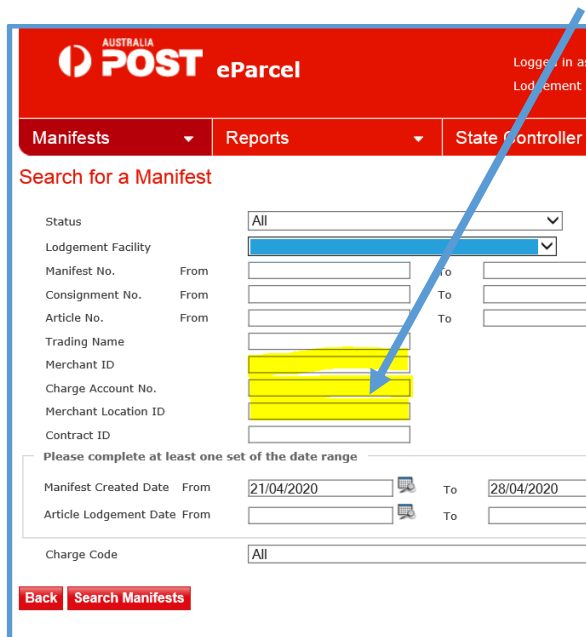
This procedure is used when a customer lodges their eParcel's at a lodgement point (B) which is not their registered lodgement point (A). It will ensure that the revenue is allocated to (lodgement point B) where customer has lodged the parcels.

You must first contact the **other site** and ask them to place the manifest **on hold** > once they have done this you apply the below steps.

- Click on "Search Manifests"



- Enter the one of the following... Merchant ID/Merchant Location ID/Charge Account No.(located on the manifest/order summary) enter a date range (best to search over a 4wk period ie. 1/1/20 >1/2/20)
- Populate one of the three fields below

A screenshot of the 'Search for a Manifest' form in the POST eParcel system. The form is titled 'Search for a Manifest' and includes several search criteria fields. A blue arrow points to the 'Merchant ID' field, which is highlighted in yellow. The form also includes fields for 'Status', 'Lodgement Facility', 'Manifest No.', 'Consignment No.', 'Article No.', 'Trading Name', 'Charge Account No.', 'Merchant Location ID', 'Contract ID', 'Manifest Created Date', 'Article Lodgement Date', and 'Charge Code'. At the bottom, there are 'Back' and 'Search Manifests' buttons.

The search results will return one or more manifests for the customer, select the manifest number and click the “Transfer” button on the screen.

The screenshot shows a web application interface with a red navigation bar at the top containing 'Manifests', 'Reports', 'State Controller Menu', and 'Administration'. Below the navigation bar is the 'Manifest Search Results' section. A table lists search results with columns: Date/Time Created, Trading Name, Loc'n ID, Manifest No., Status, Int'l, Consignments Received Date/Time, Lodgement Date of Articles, Cubi Scan, and Select. The first row is highlighted, with 'P216' in the Manifest No. column and a checked checkbox in the Select column. A yellow callout box with the text 'select the relevant manifest then click the Transfer button' points to the 'Transfer' button in the bottom toolbar. Other buttons in the toolbar include Back, Search Again, On-Hold, Cancel, Approve, View Audit, Preview, and Reject Cubiscan.

Date/Time Created	Trading Name	Loc'n ID	Manifest No.	Status	Int'l	Consignments Received Date/Time	Lodgement Date of Articles	Cubi Scan	Select
06/11/2012 3:59 PM	t/a Australia Post Parcels JDR	JDR	P216	Awaiting Approval	N			None	<input checked="" type="checkbox"/>
02/11/2012 6:19 PM	t/a Australia Post Parcels JDR	JDR	C12B011304	Cancelled	N			None	<input type="checkbox"/>
02/11/2012 5:47 PM	t/a Australia Post Parcels JDR	JDR	C12B011304	Cancelled	N			None	<input type="checkbox"/>
01/11/2012 4:06 PM	t/a Australia Post Parcels JDR	JDR	137	Cancelled	N			None	<input type="checkbox"/>

Then click the OK button

The screenshot shows a confirmation dialog box overlaid on the search results page. The dialog box has a title bar that reads 'The page at https://online.auspost.com.au says:' and contains the text 'Are you sure you want to Transfer Manifests?'. There are two buttons: 'OK' and 'Cancel'. A blue arrow points from the 'OK' button back to the 'Transfer' button in the toolbar of the search results page.

The manifest will now be transferred from the customer’s assigned lodgement point to your lodgement point.

Technical Support for lodgement platforms

Lodgement Support - 1800 028 361

- Monday to Friday, 8am – 6pm AEST/AEDT, excluding national holidays
- Technical support only for lodgement platforms (i.e. eParcel Online, Parcel Send UI, Shipping API, etc.)

eParcel stationary order details

Label Type	Order Number
Domestic Standard 4 to a page - New Labels (Heading Parcel Post)	8840297
Express 4 to a page –New Labels 8840299 (Express Parcel Post)	8840299
Express 3 to a page – older stock labels (heading Express Post)	8839406
Domestic Single	8839405
Express Single	8839407
Domestic Standard 4 to a page – old labels (heading eParcel)	8839406
International Labels	8839616
Customs Declaration Forms	8839324
Plastic Sleeves (for Customs Decs)	8839326
Express Indicator Tape (for Integrated customers)	8839412
Express Post Satchels Up to 1 kg	18318
Express Post Satchels 2-3 kg	18349
Express Post Satchels Up to 5 kg	18348