

Frequently Asked Questions (FAQs)

What is Australia Post Collect?

Australia Post Collect is a solution that provides customers with convenient delivery choices by offering Collection points in the checkout.

What is an Australia Post Collection Point?

Collection Points are convenient and free local pick-up points consisting of more than 4,700 locations Australia-wide. Locations include Post Offices, Parcel Lockers and an expanding retail partner location network that includes supermarkets, pharmacies, service stations, hardware stores and pet shops. In the checkout, a consumer chooses the “Australia Post Collect” tab and enters their location to see available locations nearby. The order will be delivered to the chosen Collection Point and the customer will receive all the same notifications as for a parcel delivered to a street address including a notification that their parcel is ready to collect.

What are Retail Partner locations?

Currently Australia Post Collect is available in selected IGA, Coles Express, Mitre10, Priceline, Best Friend Pets and My Pet Warehouse locations Australia-wide. This network is rapidly growing as we continue to add more retail partner locations. This is in addition to over 3900 Australia Post sites and 600+ 24/7 Parcel Lockers.

How does an Australia Post Collect “Retail Partner” location handle a collection?

The retail partner location will have a dedicated scanner that will be used to scan the customer barcode (received via email) and scan the parcel barcode. The transaction should take around 30 seconds on average.

How long does a parcel stay at a collection point before being returned?

- For Collect at Post Office and Retail Partner: 10 days
- For Collect at Parcel Locker: 48 hours (before it is transferred to the nearest Post Office)

What are the size restrictions for Australia Post Collection Points?

Collect at 24/7 Parcel Lockers:

- Parcels larger than 39cm x 36cm x 64cm
- Parcels heavier than 16 kg
- Parcels containing alcohol or perishables
- Parcels requiring proof of identity
- Parcels requiring payment on delivery

Collect at Australia Post outlets and Retail Partners:

- Parcels larger than 113cm in one or more dimensions
- Parcels heavier than 22 kg
- Parcels containing perishables
- Parcels requiring payment on delivery

What is the speed of delivery for Australia Post Collect?

Collect is available as:

Collect Standard - Parcel Post

Collect Express - Express Post

To calculate the delivery timeframes, please use the following:

<https://auspost.com.au/parcels-mail/calculate-postage-delivery-times/#/>

How much does it cost to have a parcel delivered to an Australia Post Collection Point?

There is no additional cost to have a parcel delivered to an Australia Post Collection Point.

What notifications will customers see?

Consumers will receive the following email notifications for their Collect parcels:

- On its way (with tracking details);
- Awaiting Collection;
- Collection reminder (if they haven't picked it up within 5 business days);
- Delivered.

Will the customers be notified when their parcels are being RTS (Returned to Sender)?

Yes, customers will be sent an email notification advising them that their parcel is being returned.

What are the security and signature arrangements for a parcel delivered to a Collection Point?

The same security and signature arrangements exist for parcels delivered to a Collection Point as for those delivered to a street address.

Who should a customer contact if they have an enquiry or complaint regarding delivery to an Australia Post Collection Point?

Customers using an Australia Post Collection Point should contact Australia Post Help & Support with any enquiries.

- Submit an online enquiry
- Call 13 POST (13 7678)