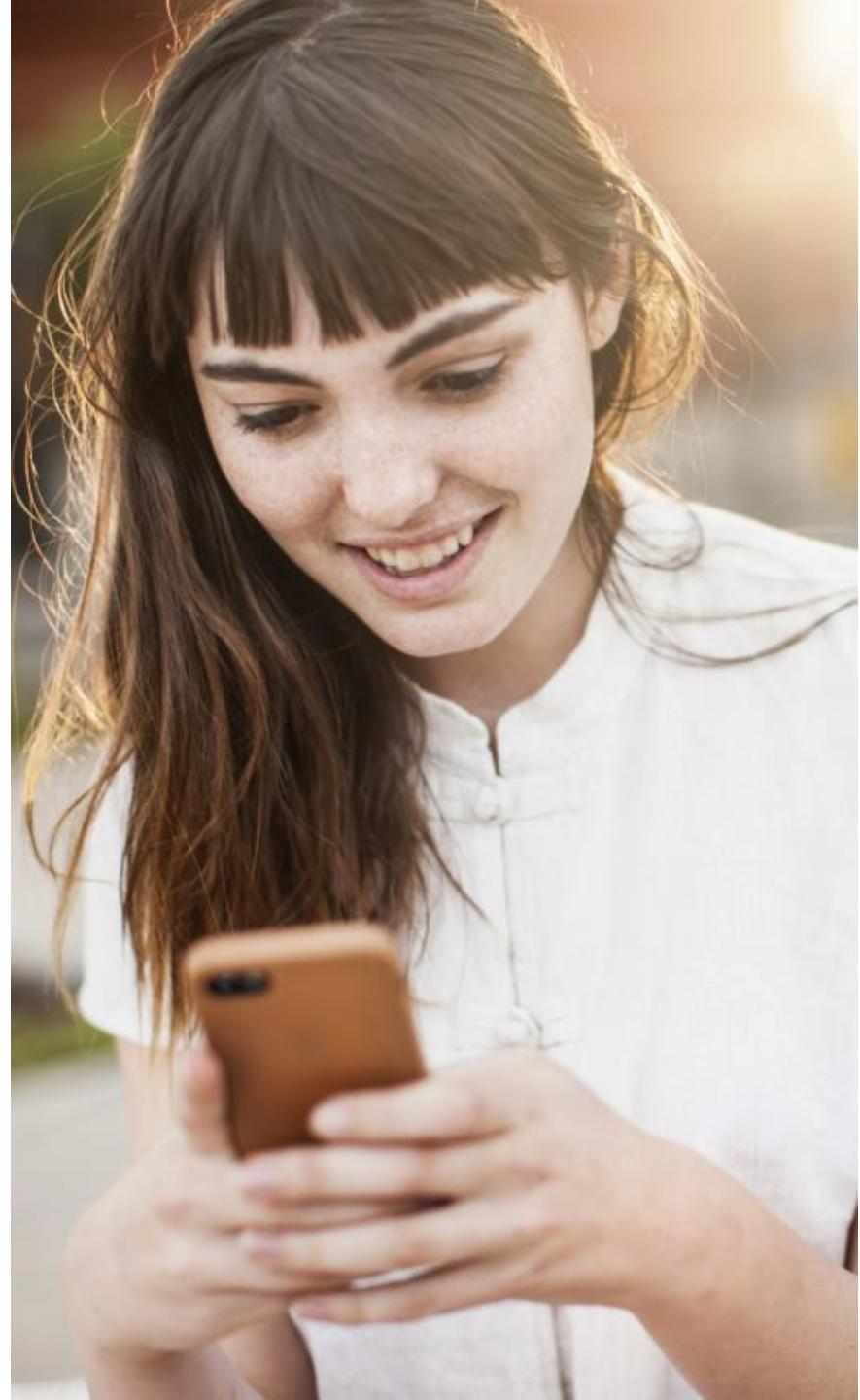


**Domestic letter with tracking
Imprint and Registered Post
Imprint
Tracking notifications**



Keeping customers informed with tracked and secure communication

Providing customers with more visible delivery of important communications improves their experience and helps build satisfaction and trust. Recipients feel reassured when they're kept up to date about the status of their mail deliveries.

With Domestic letter with tracking or Registered Post, your customers can opt-in to receive tracking notifications which are generated using data from event scans as the item moves through our network.

The number of tracking scans will vary depending on how the item is processed and delivered. For example, when it's:

- first scanned into our network
- on board for delivery later that day²
- awaiting collection at the nearest Post Office (if delivery cannot be made, and the item is 'carded')
- delivered.³



1. Consumer Omnibus Survey, Australia Post, March 2020, survey sample of 2421 people.
2. A tracking notification that an item is on board for delivery later that day will only be sent when using Registered Post and if a scan is captured.
3. A tracking notification that an item has been delivered will only be sent when using Domestic letter with tracking and if a scan is captured.

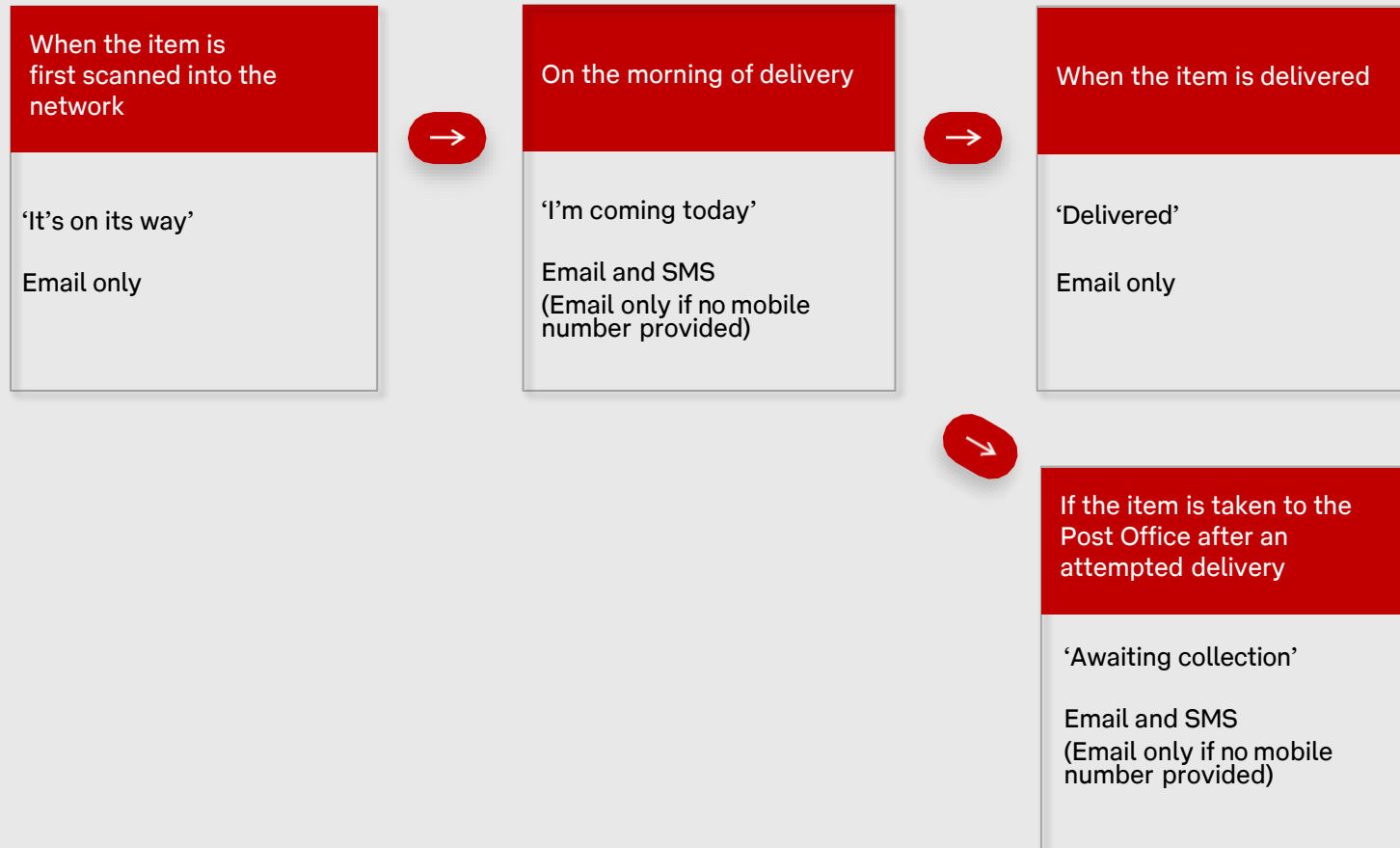
Which tracking notifications can your customers receive?

Domestic letter with tracking Imprint



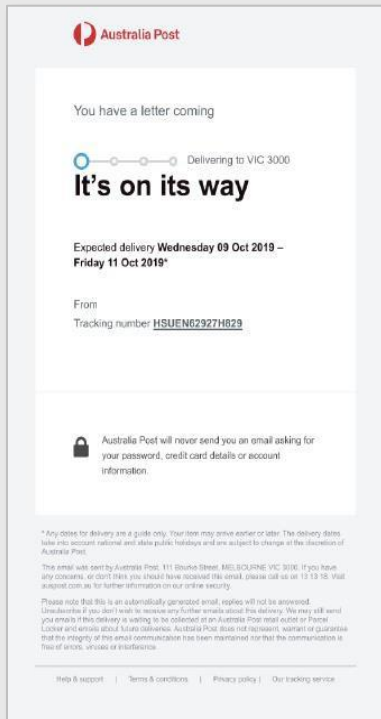
Which tracking notifications can your customers receive?

Registered Post Imprint

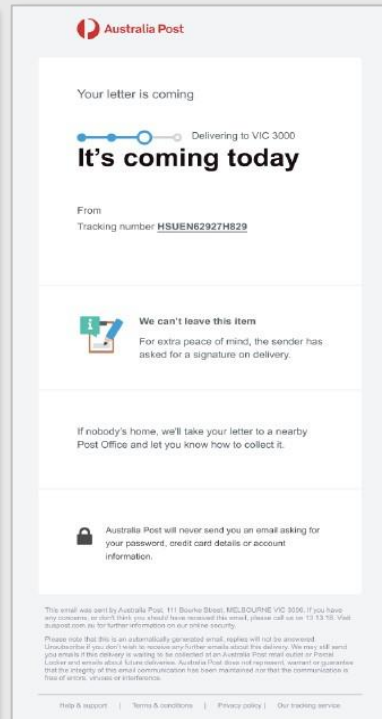


Tracking notifications examples

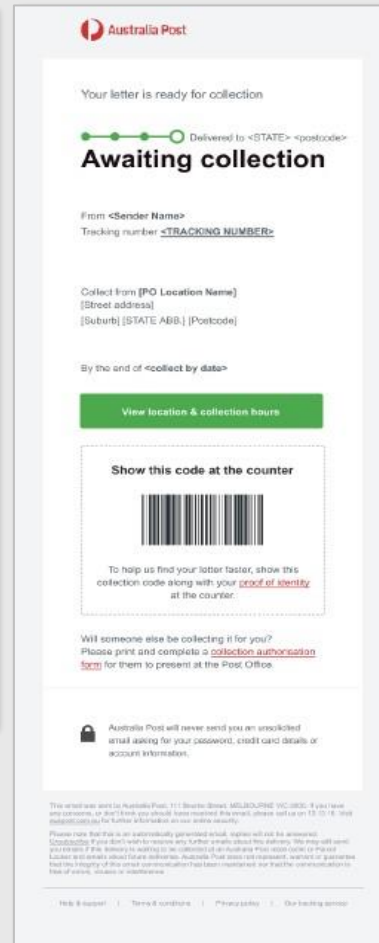
When the item is first scanned into the network



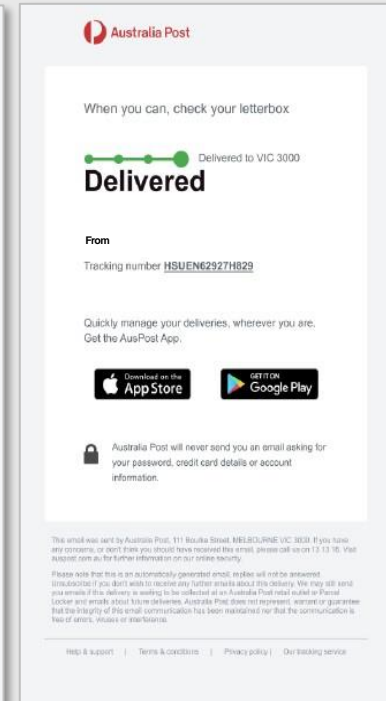
On the morning of delivery¹



If the item is taken to the Post Office after attempted delivery



Once the item has been delivered²



1. A tracking notification that an item is on board for delivery later that day will only be sent when using Registered Post and if a scan is captured.
2. A tracking notification that an item has been delivered will only be sent when using Domestic letter with tracking and if a scan is captured.

How to register to send tracking notifications to customers

Are you using prepaid envelopes?

Please provide the email address (mandatory) and mobile phone number (optional) for tracking notifications when you lodge over the counter or at the self-service terminal.

Are you sending in bulk (more than 10,000 per year)?

1. Prepare your articles according to the instructions in [Service Guide](#) and [Imprint Specifications Guide](#).
2. Lodge your mailing statement via e-LMS.

Please note that Domestic letter with tracking Imprint is only available via contract.

For more information on lodging via e-LMS, please refer to the [e-LMS User Guide](#).

Please note, it is the responsibility of the sender to obtain consent to use customer details for tracking notification purposes. For more information and to view the tracking service terms and conditions, [click here](#).

For more information
contact your Account manager