

Help For This Page?

Pricing Support Requests

Table of Contents

1. StarTrack Pricing Team	3
2. International Pricing Team	5
3. Australia Post Domestic Pricing Team	7

1. StarTrack Pricing Team

Mandatory data required as per the Pricing Policy

Our current turnaround time on pricing requests is between 3-5 business days depending on the proposal and requirement. We prioritise in order of value, strategy, due dates and requests which have a greater level of information.

➤ **Invoice Data (Freight Data Analysis) Template**

Provide the following information:

- Consignment Lodgement
- Date
- Dispatch Postcode
- Dispatch Suburb
- Receiver Postcode
- Receiver Suburb
- StarTrack Service Code
- # Items
- Cubic Dimensions (m3)
- Dead Weight (Kg)
- Carton/Satchel/Pallet
- Dangerous Goods (Y/N)

Refer to SharePoint link for Invoice Data Template (location under Rate Schedules section in below web link):

<http://aux2010.aae.com.au/Organization/SalesandMarketing/StartrackProductSuite/Pages/Customer-Facing-Collateral.aspx>

➤ **New Customers**

Follow the fixed rate card tiered structure, where applicable. All tier rate cards are available on SharePoint:

<http://aux2010.aae.com.au/Organization/SalesandMarketing/StartrackProductSuite/Pages/Customer-Facing-Collateral.aspx>

➤ **New Customers**

Outside the tiered structure requiring customised pricing, to provide the following information:

- Customer scoping questionnaire to be completed and attached
- Salesforce Opportunity ID
- Incumbent Carrier
- Reason to go to market
- Consignment Data (in excel) to assess dispersion and zones (3 months minimum)
- Compatibility
- Growth profile
- History or future
- Main despatch location (Ex Melbourne, Sydney etc.)
- Any proof points on rates required (confirmation of the specific pricing is required for assessment)
- Due date required from Pricing Team

➤ **Existing Customers with New Volume**

Provide the following information:

- Customer scoping questionnaire to be completed and attached
- Salesforce Opportunity ID
- Incumbent Carrier

- Reason to go to market
- StarTrack Account Numbers
- Consignment Data (in excel) to assess dispersion and zones (3 months minimum)
- Compatibility
- Growth profile
- History or future
- Main despatch location (Ex Mel, Syd etc.)
- Any proof points on rates required (confirmation of the specific pricing is required for assessment)
- Due date required from Pricing Team

➤ Existing Customer Reviews

Customers who are requesting a review on existing rates:

- Salesforce Approved BAR number
- StarTrack Account Numbers
- Reason to go to market
- Customer brief
- SF Share of wallet (if applicable)
- Existing Freight Profile (% of sortable freight, % of DG)
- Strategy and/or rates required (E.g. recommendation of the rates required to retain the volume)
- Growth forecast

2. International Pricing Team

To assist our team in delivery an effective and efficient response, please provide any relevant details. Please *note that the following information is required to progress your request:*

1. Detailed strategic synopsis of your required pricing solution based on your preliminary assessment which is supported by data
2. Copy of the current contracts and DOV's which include all current pricing

Pricing Turn-Around Priority

Our current turnaround time on pricing requests is between 2-5 business days. Pricing Team will review and reassess the order of priority based on:

- Value / Request Type
- Strategic Alignment
- Number of requests within Pricing queue
- Due Dates

Pricing Requests Helpful Hints

➤ Pricing Request Type

Select the appropriate Status to support prioritisation of your query:

- New Business / Growth - Generation of New Revenue
- Renewal / Rate Review - APR review - incorporates OE + FT, Customer Performance Management -
- unable to utilise Self-Service rates due to current freight spend
- Rate Card Extraction - RK code creation due expired + unable to utilise Self Service
- Other - All other requests that do not require Rate Cards

➤ Product Specialist Engagement

Suggested for Opportunities valued at above \$50k per annum may require Specialist involvement.

➤ Intermediary

If you have ticked this box, please provide a response to the below questions within the "Sales Justification" Area.

Intermediaries Pre-qualifying questions:

- Is the value of the opportunity above entry level \$35,000
- Based on your knowledge which type of intermediary this customer belongs to:
- Carrier (Number assets in Australia)
- Carrier (with assets in Australia)
- Broker
- Technology Platform
- 3 PI
- Marketplace
 - What is the value-add proposition to customer? i.e. fulfilment, technology platform, warehousing, supply chain consolidation
 - Is this new opportunity or current intermediary using domestic eParcel?
 - If current, do they have intermediaries' T & Cs embedded in contract ('on-selling clause)
 - Will AP have visibility of merchant? i.e. separate Account Numbers with merchant name and ABN (this currently required for Commercial, and under harmonisation should be aligned across Postal)
 - Are they consolidating lodgements, how many lodgement points/pick up points?
 - What is their Customer model (B2B or B2C)? - Our solution caters for B2C
 - Need to understand volume, dispersion and weight profile, data that represents 12 months of trade

➤ **Products**

Please list the products required for customisation and percentage of total volume split. Example; Express 80% and Economy 20% or APGL SOD 80% and ATL 20%.

➤ **Compatibility of International Freight**

Assessment on to understand Oversize, dangerous goods for compatibility for our international product offering.

➤ **Invoice Data & Competitor info**

Please ensure that if you have ticked these boxes that files are attached and minimum data requirement of 1-month preference is for 12 months data so we can appropriately assess freight spend commitments.

➤ **Sales Justification**

Use this field for any further detail that will assist in reviewing the opportunity request and if Intermediary box ticked, answers to Intermediary pre-qualifications questions.

3. Australia Post Domestic Pricing Team

Mandatory data required as per the Pricing Policy

Our current turnaround time on pricing requests is between 3-5 business days depending on the proposal and requirement. We prioritise in order of value, strategy, due dates and requests which have a greater level of information. For priority requests outside the SLA, please obtain and attach endorsement from your Line Manager prior to requesting this.

➤ New Customers

Follow the Regular and Express rate card structures, where applicable. All Regular and Express rate cards are available via the Pricing & Yield Tool or APTTUS. If assistance is required with APTTUS please liaise with the help desk on either of the following channels;

- Phone 1800 316 508 (Monday to Friday 8.00am to 7.00pm (AEST))
- Raise a case via Salesforce through Deal Enablement Centre case queue
- Outside the Regular and Express rate card structures requiring customised pricing, please provide the following information:
 - Salesforce Opportunity ID
 - Incumbent Carrier
 - Consignment Data (in excel) to assess dispersion and zones (3 months minimum)
 - Reason to go to market
 - Main despatch location (Ex Melbourne, Sydney etc.)
 - Any proof points on rates required (confirmation of the specific pricing required for assessment)
 - Growth profile
 - Carton/Satchel
 - Dangerous Goods (Y/N)

➤ Existing Customers with New Volume

Please provide the following information:

- Salesforce Opportunity ID
- Incumbent Carrier
- Consignment Data (in excel) to assess dispersion and zones (3 months minimum)
- Reason to go to market
- Main despatch location (Ex Melbourne, Sydney etc.)
- Any proof points on rates required (confirmation of the specific pricing is required for assessment)
- Growth profile
- Carton/Satchel
- Dangerous Goods (Y/N)

➤ Existing Customers Reviews

Customers who are requesting a review on existing rates, please provide the following information:

- Salesforce Opportunity ID
- Salesforce Approved BAR number
- Reason to go to market
- Customer brief
- SF Share of wallet (if applicable)
- Strategy and/or rates required (E.g. recommendation of the rates required to retain the volume)
- Growth forecast