Pricing Deal Support Request (DSR) – Quick Reference Guide 1.2

1. Purpose

The key objective of this document is to outline the **Pricing Deal Support Request** process as a guide to Australia Post personnel who require pricing to renew, review or have new business requests over a Cat or Tier 6 price guide. This document is relevant to *__eParcel Domestic__*, *__International__*, *__StarTrack__*, *__StarTrack Courier and On Demand__*.

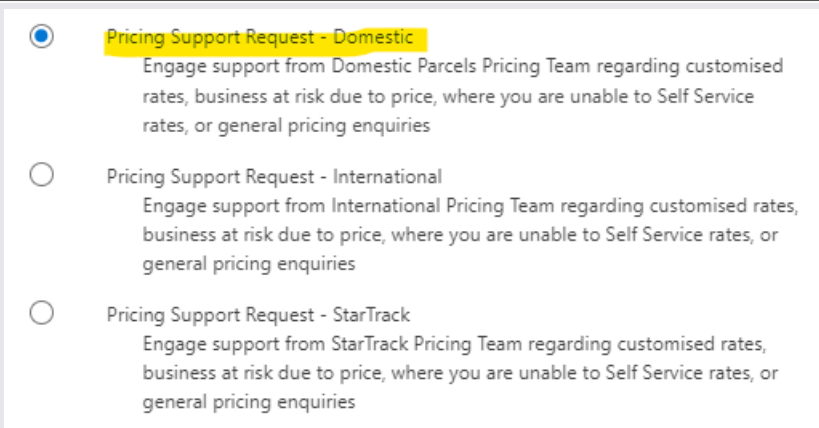Please note, this may be used for below Tier or Cat 6 if bespoke requests required.

The Sales Solution DSR request for assistance from a Product Specialist will no longer be used. Sales solutions DSR is for assistance from Sales solutions consultant.
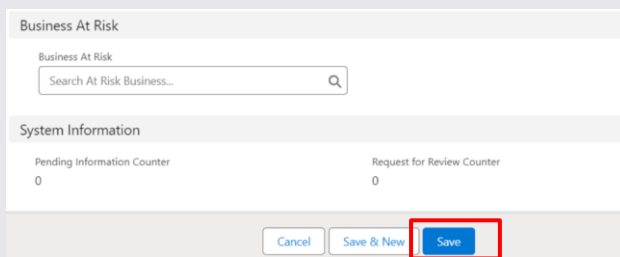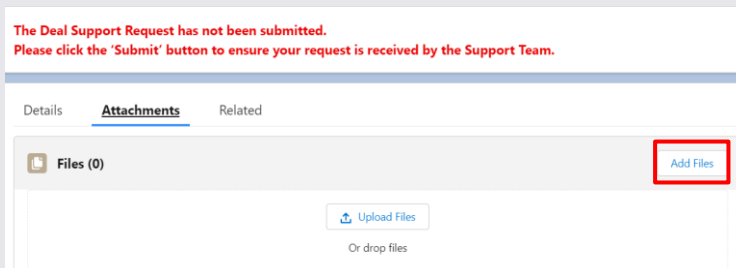
Prerequisite knowledge
It is expected that all Sales and Account Management staff are trained in and familiar with the use of Salesforce.

2. Steps to raise a Pricing Support Request in Salesforce for **Domestic**

(Products: Parcel Post, Express Post, Metro. For On demand – See StarTrack DSR process)

#	Step	Screenshot
1	**DSR Creation:** Ensure **Pricing Deal Support Request** is selected as the type of DSR.	⦿ Pricing Support Request - Domestic Engage support from Domestic Parcels Pricing Team regarding customised rates, business at risk due to price, where you are unable to Self Service rates, or general pricing enquiries ○ Pricing Support Request - International Engage support from International Pricing Team regarding customised rates, business at risk due to price, where you are unable to Self Service rates, or general pricing enquiries ○ Pricing Support Request - StarTrack Engage support from StarTrack Pricing Team regarding customised rates, business at risk due to price, where you are unable to Self Service rates, or general pricing enquiries
2	Complete **all the mandatory fields**	<table><tr><th>Field Name</th><th>Mandatory</th><th>Requirement Notes</th></tr><tr><td>Legal Entity Name</td><td>Yes</td><td>Search for the organisation</td></tr><tr><td>Name of Product Specialist</td><td>No</td><td>Dropdown list, only select if you are directed</td></tr><tr><td>Agreement Duration</td><td>Yes</td><td>Enter the number of years the contract will be signed for</td></tr><tr><td>Multi-Year Agreement Type</td><td>No</td><td>Dropdown list, please select if relevant to contract</td></tr><tr><td>Opportunity</td><td>No</td><td>Search for related opportunity name</td></tr><tr><td>Primary Campaign</td><td>No</td><td>Search for relevant campaign name, use only if directed</td></tr><tr><td>Product</td><td>Yes</td><td>Please select only *Parcel Post*, *Express Post*, *Metro*</td></tr><tr><td>Cubic Factor</td><td>Yes</td><td>Shown in the Pricing & Yield tool or on the contract rate card</td></tr></table>

		Average Weight Per Parcel KG	Yes	Found in MLID or DWS report in Pricing and Yield tool
5		Main Dispatch / Lodgement Point	Yes	Customer warehouse/store location (including postcode and suburb)
		Main Dispatch / Lodgement Point (Other)	No	If applicable, multiple warehouses/stores
		Estimated freight spend per annum	Yes	Should match opportunity value
		Estimated number of parcels per annum	Yes	Should match opportunity quantity
		Current Rates AP/ST/Other	Yes	Include *Parcel Post*, *Express Post, Metro* rate cards
		Copy of Current Contract Attached	Yes	Attach documentation once saved as a draft
		Minimum Volumes as per Contract	Yes	As per rate card in contract
		Sales Justification	Yes	New: Click NewSalesJustification Renew: Click RenewSalesJustification Review: Click ReviewSalesJustification
		Business At Risk	No	If applicable, tag the BAR. This is particularly important if you are asking for a price reduction.

Note:
- "**Pricing Recommendation**" field is for the Pricing/Product Specialist teams to populate. *Do not fill in this field.*
- "**Further advice on pricing recommendation**" field is for the response from the front door or winning room escalations. *Do not fill in this field.*

3	Save the DSR	Save the DSR to ensure the form is saved and a Draft version can be saved before it is submitted.

Business At Risk

Business At Risk

Search At Risk Business...

System Information

Pending Information Counter
0

Request for Review Counter
0

Cancel   Save & New   Save

4	Attach supporting documentation.	Attach any relevant supporting documents to the DSR including contracts, rate cards, emails etc.

The Deal Support Request has not been submitted.
Please click the 'Submit' button to ensure your request is received by the Support Team.

Details   **Attachments**   Related

Files (0)   Add Files

↥ Upload Files
Or drop files

5	Submit the **DSR.**	Click **Submit** on the top righthand side of the DSR page.

A text box will appear, and you **must click Save** for it to be submitted successfully.

3. Steps to raise a Pricing Support Request in Salesforce for StarTrack
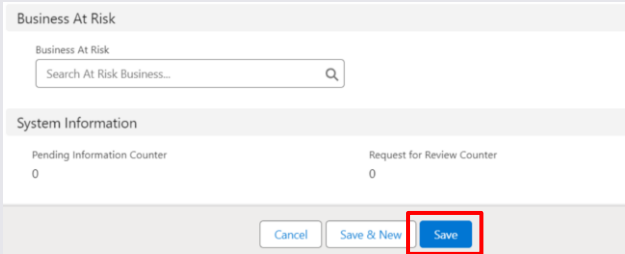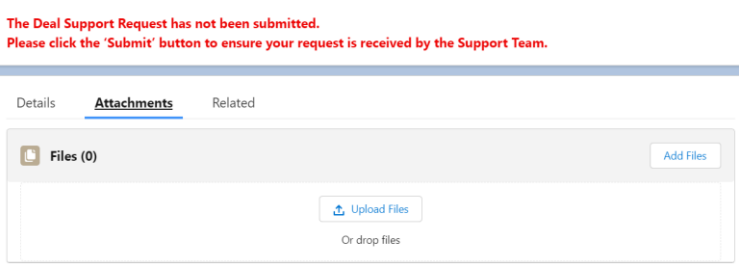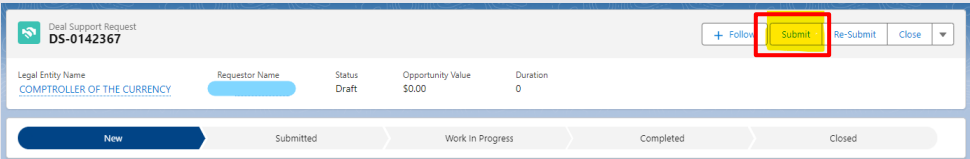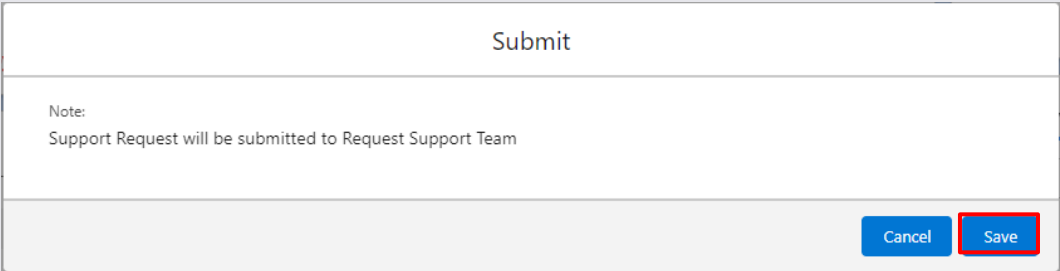
(Road Express, Premium, Airlock, Special Services, Next Flights, StarTrack Courier, On Demand)

#	Step	Screenshot
1	**DSR Creation:** Ensure **Pricing Deal Support Request** is selected as the type of DSR.	
2	Complete **all the mandatory fields**	(see table below)

Field Name	Mandatory	Requirement Notes
Legal Entity Name	Yes	Search for the organisation
Leader Billing account	No	Populate
Name of Product Specialist	No	Dropdown list, only select if you are directed
Pricing Request Type	Yes	Dropdown list, please select relevant type
Intermediary	No	Dropdown list, please select relevant answer
Name of Intermediary's Client	No	Populate if relevant to customer type
Agreement Duration	Yes	Enter the number of years the contract will be signed for
Multi-Year Agreement Type	No	Dropdown list, please select if relevant to contract
Tender	No	Dropdown list, please select relevant answer
Bid Manager	No	Enter name if relevant
Opportunity	No	Search for related opportunity name
Primary Campaign	No	Search for relevant campaign name, use only if directed

Product	Yes	Please select only *StarTrack Express, StarTrack FPP, StarTrack Premium, ST Next Flight, StarTrack Airlock, StarTrack Courier, or On Demand*
Average Weight Per Parcel KG	Yes	As per data received from customer and/or Salesforce reporting
Estimated freight spend per annum	Yes	Should match opportunity value
Estimated number of parcels per annum	Yes	Should match opportunity quantity
Dangerous Goods	Yes	As per data received from customer and/or Salesforce reporting
Compatibility of freight	Yes	As per data received from customer and/or Salesforce reporting
Main Dispatch / Lodgement Point	Yes	Customer warehouse/store location (including postcode and suburb)
Annualised customer Revenue	Yes	As per Salesforce
Annualised Customer Revenue Domestic	Yes	As per data received from customer and/or Salesforce reporting
Annualised Customer Revenue International	Yes	As per data received from customer and/or Salesforce reporting
Annualised Customer Revenue StarTrack	Yes	As per data received from customer and/or Salesforce reporting
Customer brief attached	No	Include in Sales Justification as per below
Incumbent	Yes	Should match opportunity information
Current Rates AP/ST/Other	Yes	Attach rates as applicable
Copy of Current Contract Attached	Yes	Attach documentation once saved as a draft
Proposition to win	Yes	Populate with "n/a" (see Sales Justification)
Sales Justification	Yes	New Click NewSalesJustification Renew Click RenewSalesJustification Review Click ReviewSalesJustification
Business At Risk	No	If applicable, tag the BAR. This is particularly important if you are asking for a price reduction.

Note:
- "**Pricing Recommendation**" field is for the Pricing/Product Specialist teams to populate. *Do not fill in this field.*
- "**Further advice on pricing recommendation**" field is for the response from the front door or winning room escalations. *Do not fill in this field.*

3	Save the DSR	Save the DSR to ensure the form is saved and a Draft version can be saved before it is submitted.
		Business At Risk Business At Risk Search At Risk Business... 🔍 System Information Pending Information Counter Request for Review Counter 0 0 Cancel Save & New **Save**
4	Attach supporting documentation.	Attach any relevant supporting documents to the DSR including contracts, rate cards, emails etc. **The Deal Support Request has not been submitted.** **Please click the 'Submit' button to ensure your request is received by the Support Team.** Details **Attachments** Related 📄 Files (0) Add Files ⬆ Upload Files Or drop files
5	Submit the **DSR.**	Click **Submit** on the top righthand side of the DSR page. Deal Support Request **DS-0142367** + Follow **Submit** Re-Submit Close ▼ Legal Entity Name Requestor Name Status Opportunity Value Duration COMPTROLLER OF THE CURRENCY Draft $0.00 0 New Submitted Work In Progress Completed Closed A text box will appear, and you **must click Save** for it to be submitted successfully. **Submit** Note: Support Request will be submitted to Request Support Team Cancel **Save**

4. Steps to raise a Pricing Support Request in Salesforce for **International**

#	Step	Screenshot

1	**DSR Creation:**
	
	Ensure **Pricing Deal Support Request** is selected as the type of DSR.
		○ Pricing Support Request - Domestic
		   Engage support from Domestic Parcels Pricing Team regarding customised rates, business at risk due to price, where you are unable to Self Service rates, or general pricing enquiries
		
		⦿ Pricing Support Request - International
		   Engage support from International Pricing Team regarding customised rates, business at risk due to price, where you are unable to Self Service rates, or general pricing enquiries
		
		○ Pricing Support Request - StarTrack
		   Engage support from StarTrack Pricing Team regarding customised rates, business at risk due to price, where you are unable to Self Service rates, or general pricing enquiries

2	Complete **all the mandatory fields**	**Field Name** **Mandatory** **Requirement Notes**

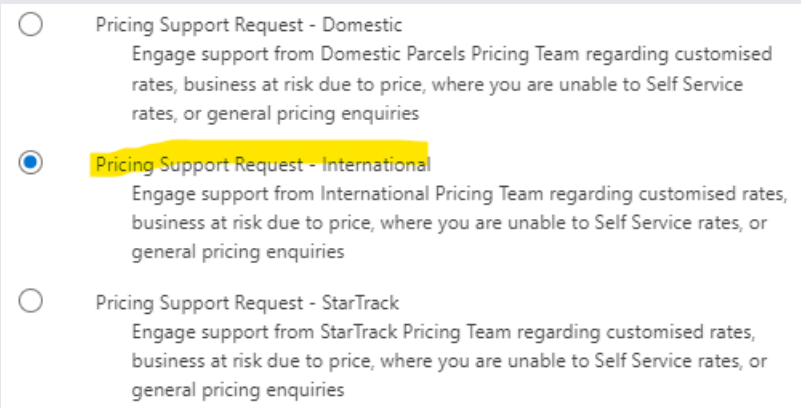|			
Legal Entity Name	Yes	Search for the organisation
Name of Product Specialist	No	Dropdown list, only select if you are directed
Pricing Request Type	Yes	Dropdown list, please select relevant type
Tender	No	Dropdown list, please select relevant answer
Bid Manager	No	Enter name if relevant
Intermediary	No	Dropdown list, please select relevant answer
Name of Intermediary's Client	No	Populate if relevant to customer type
Agreement Duration	Yes	Enter the number of years the contract will be signed for
Multi-Year Agreement Type	No	Dropdown list, please select if relevant to contract
Opportunity	No	Search for related opportunity name
Primary Campaign	No	Search for relevant campaign name, use only if directed
Product	Yes	Please select only *International*
Average Weight Per Parcel KG	Yes	As per data received from customer and/or Salesforce reporting
Estimated freight spend per annum	Yes	Should match opportunity value
Estimated number of parcels per annum	Yes	Should match opportunity quantity
Cubic Factor	Yes	As per data received from customer and/or Salesforce reporting
Customs clearance requirements	No	Advise the % of parcels with DDP requirement
Compatibility of International freight	No	Advise of DG, articles 20kg+, multi cons, or returns solutions
Main Dispatch / Lodgement Point	Yes	Customer warehouse/store location (including postcode and suburb)
Main dispatch / Lodgement Point (other)	Yes	Customer warehouse/store location (including postcode and suburb)
Current Rates AP/ST/Other	Yes	Attach rates as applicable
Copy of Current Contract Attached	Yes	Attach documentation once saved as a draft
Sales Justification	Yes	New Click ==NewSalesJustification== Renew Click ==RenewSalesJustification== Review Click ==ReviewSalesJustification==
Value proposition to win	Yes	Populate with "n/a" (see Sales Justification)
Business At Risk	No	If applicable, tag the BAR
Competitors	No	If applicable

==Note:==

		• "**Pricing Recommendation**" field is for the Pricing/Product Specialist teams to populate. *Do not fill in this field.* • "**Further advice on pricing recommendation**" field is for the response from the front door or winning room escalations. *Do not fill in this field.*
3	Save the DSR	Save the DSR to ensure the form is saved and a Draft version can be saved before it is submitted. Business At Risk Business At Risk Search At Risk Business... System Information Pending Information Counter Request for Review Counter 0 0 Cancel Save & New Save
4	Attach supporting documentation.	Attach any relevant supporting documents to the DSR including contracts, rate cards, emails etc. **The Deal Support Request has not been submitted.** **Please click the 'Submit' button to ensure your request is received by the Support Team.** Details **Attachments** Related Files (0) Add Files ⬆ Upload Files Or drop files
5	Submit the **DSR.**	Click **Submit** on the top righthand side of the DSR page. Deal Support Request DS-0142367 + Follow Submit Re-Submit Close ▼ Legal Entity Name Requestor Name Status Opportunity Value Duration COMPTROLLER OF THE CURRENCY Draft $0.00 0 New Submitted Work In Progress Completed Closed A text box will appear, and you **must click Save** for it to be submitted successfully. Submit Note: Support Request will be submitted to Request Support Team Cancel Save

5. Provide the below data requirements to a customer for new, win back, growth, and cross sell opportunities, using the data template saved in the Pricing and Yield Sharepoint page.

- 3 months of parcel data, excluding incumbent carrier pricing, including:
  - Consignment data (ST and International), Article data (Domestic)
  - Lodgement date.
  - Dispatch suburb.
  - Dispatch postcode.
  - Receiver suburb.
  - Receiver post code.
  - Product Service code.
  - Number of items.
  - Cubic dimensions (m3)
  - Dead weight (kg)
  - Carton/Satchel/Pallet.
  - Dangerous goods (Y/N)
  - Largest box dimensions (excluding pallets).

6. DSR field - "Sales Justification" Guide

6.1 "New/Cross Sell/Growth/Win back" information - All Products:
"SALES JUSTIFICATION" FIELD CONTENT
- At the top of the "Sales Justification" field, include the date of the comment, and your name.
  - Example: 22/08/2024 – Alana Barlow
- Ask #1 (walk in request). What rate do you want, what product, what lane. Example: Tier 6-10% EXP MEL>SYD
- Ask #2 (walk away request). What rate do you want, what product, what lane. Example: Tier 6-15% EXP MEL>SYD
- What is the justification to ask for this discount. Example: TGE has advised we are 20% out in EXP MEL>SYD lane.
- Who is the competitor/other carrier.
- Reason to go to market: Price/Service
- What products does this request include. Example: PP/EP/M2M, EXP/PRM/ARL/FPP/FPA/RET, INT commercial/APGL, STC/OnDemand
- Have they asked for specific commercial exclusions and if so, what is it. Example: Surcharge exemption, rebate, removal of clause from terms and conditions.
- Volume of parcel numbers p/a, per product.
- Revenue p/a, per product for current work with AP/ST, and the new work you are trying to win.
- Lodgement of freight: Is it lodged from Warehouse/Store/Marketplace/Drop shipper
- Growth profile year on year. Example: Increased in volume of parcel numbers by 20% from fy23 to fy24.
- Consignment contents.
- Consignment packaging. Example: satchels, boxes, pallets, shrink wrapped, strapping, any incompatibles.
- Specific date you need this pricing back by (do not use ASAP).
- Start date of contract.
- ****Note** – do not add paragraph spacing between dot points. It needs to be as succinct as possible.

6.2 "Renew" information - All Products:
- Attach Current contract and rate cards, specifically for domestic parcel contracts, include PP/EP/M2M rates.

"SALES JUSTIFICATION" FIELD CONTENT:
- At the top of the "Sales Justification" field, include the date of the comment, and your name.
  - Example: 22/08/2024 – Alana Barlow
- Ask: What APR percentage is to be applied.
  - Example 1. 4.95% flat APR across all lanes.
  - Example 2. 4.95% weighted APR. Ex Syd, same state local, to be held, and APR applied to other lanes.
- Do you require a multi-year agreement:
  - Is it a flat or growth mechanism.
  - How many years.
  - What % for each year.
- Specific date you need this pricing back by (do not use ASAP).
- Start date of contract.

- Are additional lanes to be added.
- Is there any customer threat, and if so, who is the competitor/other carrier.
- Is the customer streaming
- Are there other products being included in this APR renewal. Example: PP/EP/M2M, EXP/PRM/ARL/FPP/FPA/RET, INT commercial/APGL, STC/OnDemand
- **Note** – do not add paragraph spacing between dot points. It needs to be as succinct as possible.

6.3 "Review" information – All Products:
- Attach Current contract and rate cards, specifically for domestic parcel contracts, include PP/EP/M2M rates.

"SALES JUSTIFICATION" FIELD CONTENT:
- At the top of the "Sales Justification" field, include the date of the comment, and your name.
  - Example: 22/08/2024 – Alana Barlow
- Ask #1 (walk in request). What rate do you want, what product, what lane. Example: Tier 6-10% EXP MEL>SYD
- Ask #2 (walk away request). What rate do you want, what product, what lane. Example: Tier 6-15% EXP MEL>SYD
- If APR to be changed, what APR percentage is to be applied.
  - Example 1. 4.95% flat APR across all lanes.
  - Example 2. 4.95% weighted APR. Ex Syd, same state local, to be held, and APR applied to other lanes.
  - If it is a change to a multi-year agreement, what do you want changed.
- What is the justification to ask for this discount. Example: TGE has advised we are 20% out in EXP MEL>SYD lane.
- Who is the competitor/other carrier. There should be a BAR already raised.
- Reason to go to market: Price/Service
- What products does this request include. Example: PP/EP/M2M, EXP/PRM/ARL/FPP/FPA/RET, INT commercial/APGL, STC/OnDemand
- Have they asked for specific commercial exclusions, and if so, what is it. Example: Surcharge exemption, rebate, removal of clause from terms and conditions.
- Volume of parcel numbers p/a, per product.
- Revenue p/a, per product for current work with AP/ST, and also the new work you are trying to win.
- Lodgement of freight: Is it lodged from warehouse/Store/Marketplace/Drop shipper
- Growth profile year on year. Example: Increased in volume of parcel numbers by 20% from fy23 to fy24.
- Consignment contents.
- Consignment packaging. Example: satchels, boxes, pallets, shrink wrapped, strapping, any incompatibles.
- Specific date you need this pricing back by (do not use ASAP).
- Start date of contract.
- **Note** – do not add paragraph spacing between dot points. It needs to be as succinct as possible.

7.0 Supporting information and attachments.

The Pricing Deal Support Requests are subject to the Pricing Policy:
https://auspost.sharepoint.com/sites/PricingCommercialYield/SitePages/Pricing-Policy.aspx) and is governed by the Freight Commercial & Partnership team.

How to Set Up and Use DSR's: Pricing Deal Support Request QRG.pdf

7.0 Process Administration and Version control

Process Administration	
Process Business Unit	Parcel, Post & eCommerce Services – Freight Services
Process Team Owner / Contact	Head of Go To Market / Mark Foster
Process Administrator / Contact	Senior Product Specialist/ Alana Barlow
Process Team Owner Review Date	23/08/2024
Issue Date	30/08/2024
Process ID / Version	Version 2
Next Review Date	30 Nov 2024

Version	Issue Date	Details of the version changes
1.0	24/03/2024	New content created
1.1	08/04/2024	Approved for publication
1.2	30/08/2024	Amendments to dot point information to include in sales justification fields.