AUSTRALIA POST

MyNetwork
Information Guide

Contents

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MyNetwork Information Guide

1 What is MyNetwork?

1.1 Overview

MyNetwork is the name of an online interface that connects to Customer Contact Centre (CCC) cases. This allows our network access to cases online and removes the need for emails and faxes to be sent back and forth to the CCC.

MyNetwork allows us to share and manage customer cases in real time. By using MyNetwork, you have access to more customer information and will easily be able to communicate with the CCC. This reduces wait time for customers who require a response.

2 How do I access MyNetwork?

2.1 MyNetwork access levels

There are two levels of MyNetwork Access available:

MyNetwork User

MyNetwork Super User

These are essentially the same however additionally, a MyNetwork Super User can:

View Staff Complaints / Damage to property cases in the case list

Add / Remove MyNetwork Users (refer 6.1)

Manage Network escalation contacts (refer 6.2)

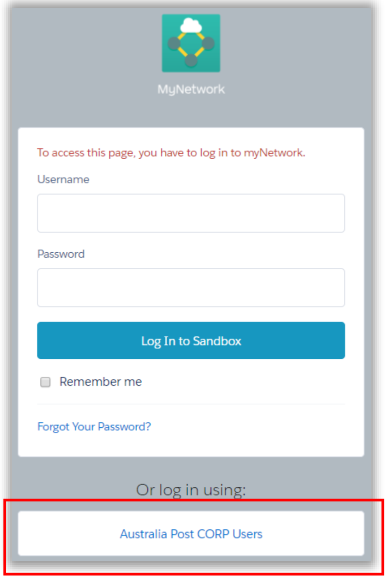
Access Reporting functions (refer 7.1)

2.2 Admin (Corp) Users

You will need to open an internet browser session (always use **Google Chrome**) and access this link:

https://auspostbusiness.force.com/myNetwork

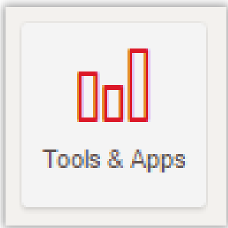
It is highly recommended you bookmark the link for future reference.



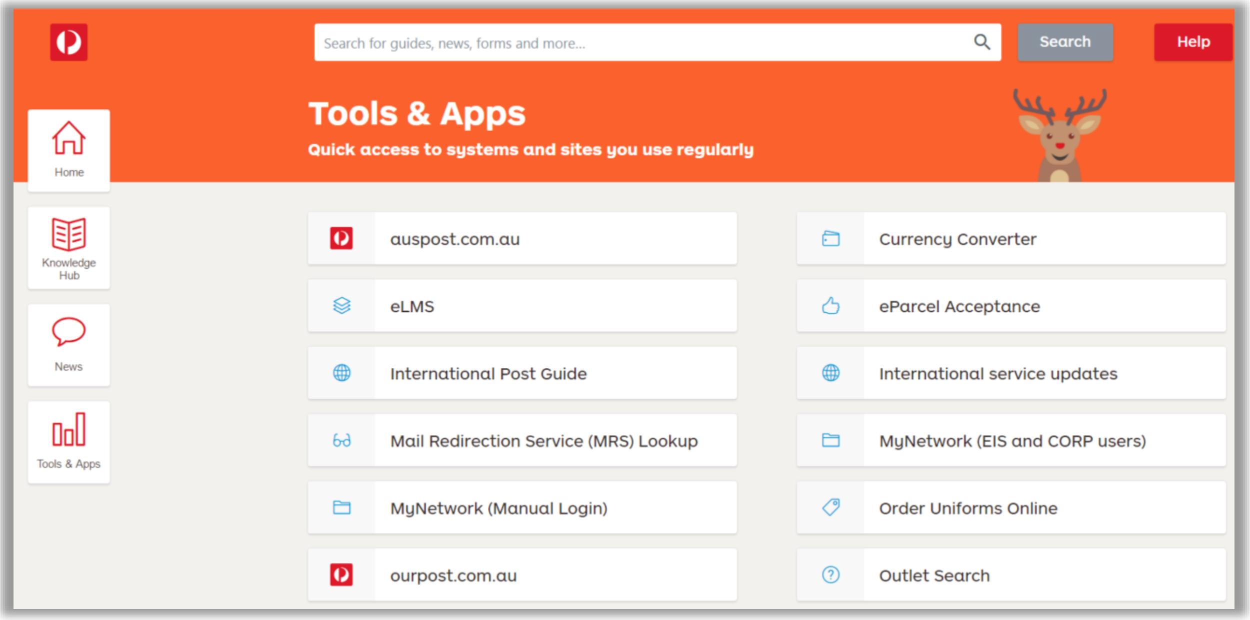
Note: Do not use Internet Explorer as this browser does not support MyNetwork and functionality will be lost.

2.3 Retail Users (Counter)

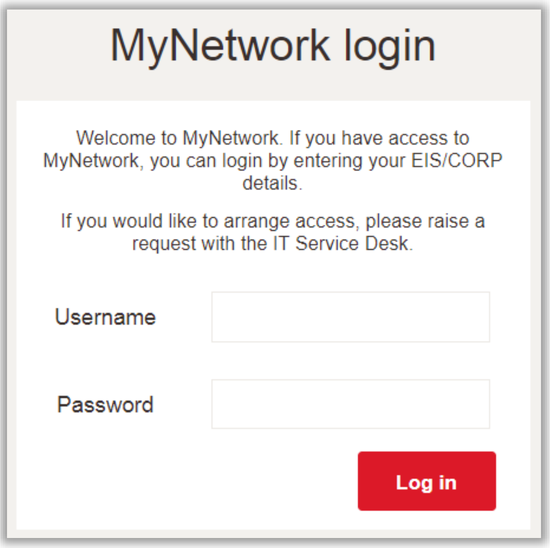
Open Post Office Portal (POP) and select **Tools & Apps**.



Select **MyNetwork** (EIS and CORP users).



Enter CORP account username and password (EIS credentials), then click **Log in**.



2.4 Navigation tips

When in MyNetwork, you will generally work within the same browser session. You can use browser buttons to navigate between pages should you need to go back or forth:

Use the Home button to navigate back to your list of cases:

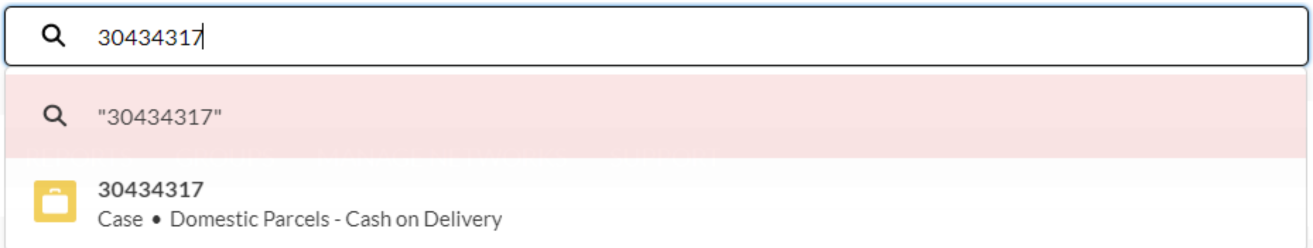
2.5 Global Search

The Global Search at the top of your screen offers the ability to search for information recorded by the Customer Contact Centre.

This includes:

- Cases
- Facilities/Outlets (I.e. Networks)
- Articles (only if a case has been raised for the article)
- Network Users
- Organisations (Business Customers)

When you type in the Search field, suggested options will appear that you can click on to access content:



3 What cases will I receive?

3.1 Case Types

The CCC will determine if the case you receive is to be categorised as Feedback or Investigation:

- **Feedback** – CCC has provided the customer with a resolution, and assigned the case to your facility (e.g. first time delivery issues, inter-store transfer etc.). The case is '**closed'** by the time you see it however, you will still need to action it by recording a response to remove it from your list.

  Note: If a case cannot be actioned (for example, address details have not been provided), Feedback cases can be re-opened and assigned back to the CCC for review. (Refer 4.11a)

- **Investigation** – further information is needed before CCC can provide a resolution to the customer (e.g. missing item). Using MyNetwork, record your response and the case is returned to the CCC to resolve with the customer. Some of these cases become closed and generate customer emails based on your response selections. E.g. Disputed Delivery Scan cases (refer 4.9b)

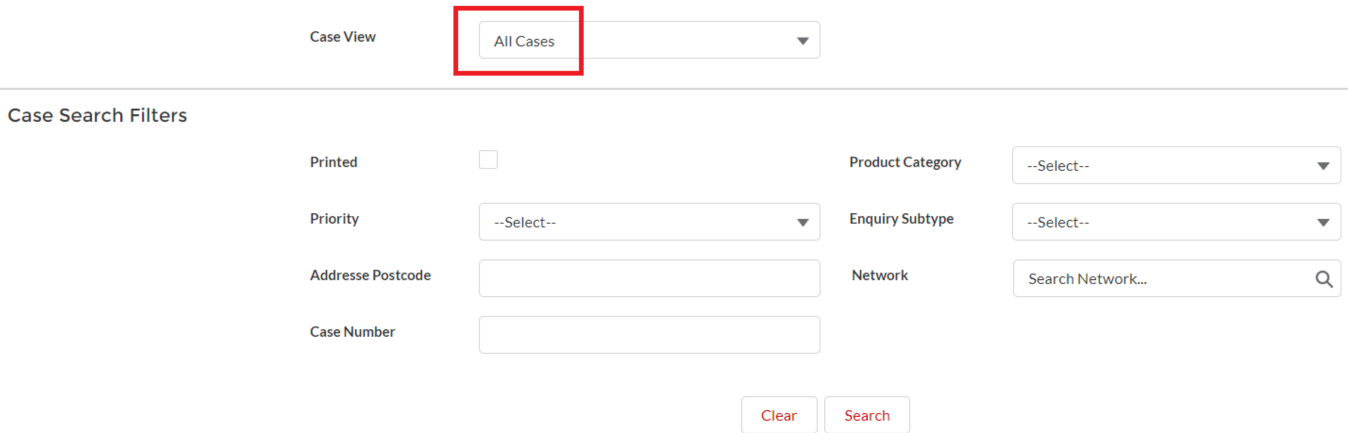
- The Case Type can be found on the Case Print feature (refer 4.14)

4 Managing cases

4.1 Case List

When you login to MyNetwork, you will see a list of all cases that have been assigned to the facilities you have access to.

This is a complete list as by default, the Case View is set to 'All Cases' and no search filters have been applied.



Key information is displayed before you select a case, along with some additional information:

Case Number

Clicking on the case number will take you to the Case Details screen which has detailed information about the case. This is also where you respond.

Details column

New cases received in your case list display as NEW, however they can change to either

“SUI (Still Under Investigation)” or “Updated,” depending on your actions or if updates are received on the case:

- NEW – Indicates a new case that has been assigned to your facility.
- SUI – Indicates a case which you have indicated as Still Under Investigation (SUI) – (Refer 4.10)
- UPDATED – Investigation cases only. Indicates a change has occurred on a case. This may mean the case has either; closed since being assigned to your facility (i.e. a Delivered scan has occurred) or, the case has received an update and is under review by the Customer Contact Centre (i.e. when a customer email is received)

Clicking on the case number will take you to the Case Details screen where you can provide a response.

Updated cases will display a banner message with information about what has updated.

Escalation

Cases that have not been responded to within our Service Level Agreements (SLA) will display the below icon to notify you that the case has escalated.

Note: When a case escalates, an email is sent to the point of escalation recorded against that facility.

Tip: To view escalation contacts, search and select your facility name using Global Search. Super Users can make changes to staff listed as the points of escalation.

Sent to Network date

This is the date/time the case appeared in the case list.

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Reference ID

This will either be an article related tracking number, or a service reference (i.e. Mail Redirection Service; Customer Reference Number (CRN))

Customer Type

This defines the customer segment that the case relates to.

Note: Enterprise customers are our high value business customers and have a 24 hour SLA. All other customer types have a 48 hour SLA. Cases not responded to within these timeframes will escalate.

Enquiry Subtype

This defines what the case is about. E.g. Missing Item, Disputed Delivery Scan…etc.

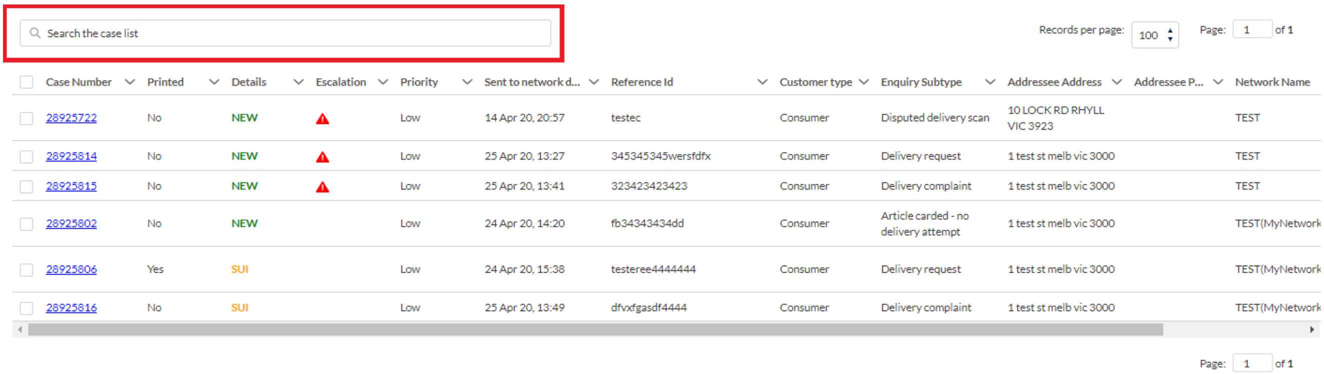
Network Name

This column displays the facility the case has been assigned to.

Tip 1: If you are assigned to more than one facility, you can make use of the '**Network Name'** search filter (above the case list) to only return cases for a specific facility.

Tip 2: All columns can be sorted by clicking the header.

Tip 3: Use the search bar located top left above the case list to search a case in your case list – as below



Search the case list

Records per page: 100 Page: 1 of 1

Case Number	Printed	Details	Escalation	Priority	Sent to network d...	Reference Id	Customer type	Enquiry Subtype	Addressee Address	Addressee P...	Network Name
28925722	No	NEW	⚠	Low	14 Apr 20, 20:57	testec	Consumer	Disputed delivery scan	10 LOCK RD RHYLL VIC 3923		TEST
28925814	No	NEW	⚠	Low	25 Apr 20, 13:27	345345345wersfdfx	Consumer	Delivery request	1 test st melb vic 3000		TEST
28925815	No	NEW	⚠	Low	25 Apr 20, 13:41	323423423423	Consumer	Delivery complaint	1 test st melb vic 3000		TEST
28925802	No	NEW		Low	24 Apr 20, 14:20	fb34343434dd	Consumer	Article carded - no delivery attempt	1 test st melb vic 3000		TEST(MyNetwork
28925806	Yes	SUI		Low	24 Apr 20, 15:38	testeree4444444	Consumer	Delivery request	1 test st melb vic 3000		TEST(MyNetwork
28925816	No	SUI		Low	25 Apr 20, 13:49	dfvxfgasdf4444	Consumer	Delivery complaint	1 test st melb vic 3000		TEST(MyNetwork

Page: 1 of 1

4.2 Viewing and responding to a case not displayed in the Case list

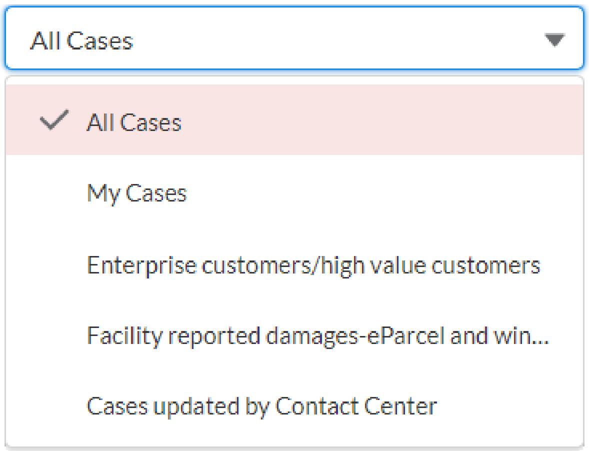
There are times when you may wish to update a case you handled previously or have information relevant to the CCC that you wish to have recorded in an existing case. This could be from a direct customer interaction or an incident that has occurred relating to an existing case.

To update a case that is not in your case list, use Global Search. Selecting the case number will take you to the case details page and you can update the case accordingly.

4.3 Case List Views

There are several case list views that can be used to display specific cases in the case list. By default, 'All Cases' will be displayed when you login.

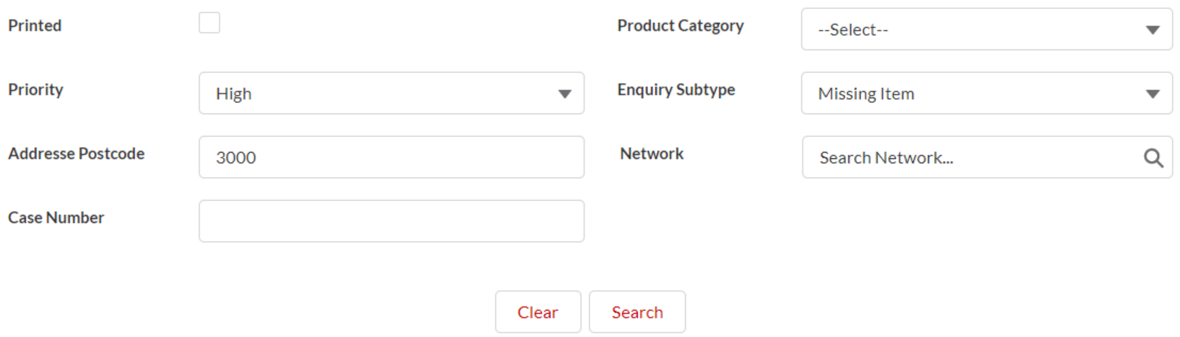
Tip: Staff responsible for eParcel damages can make use of the 'Facility reported damages' list view.



4.4 Case Search Filters

Case search filters can be used to display specific cases in your case list.

The below example shows how you would search for High Priority, Missing Item cases in the postcode locality of 3000.

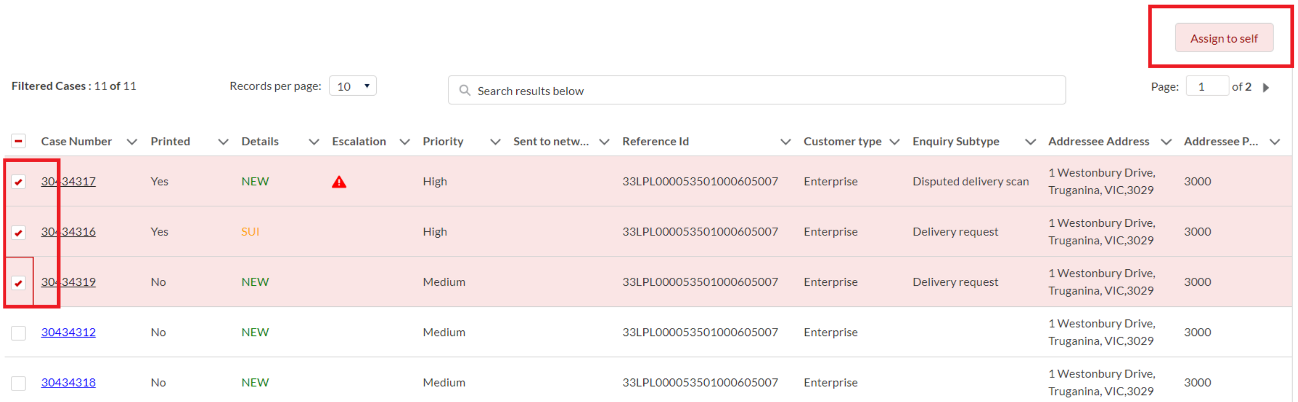


Tip: To remove all search filters, press the ‘Clear’ button.

4.5 Case assignment – Assigning a case to yourself

Users have the ability to be able to ‘assign’ themselves cases by making use of the ‘Assign to self’ button.

To assign a case to yourself, select the check-box to the left of the case, then click the ‘Assign to self’ button.



Tip: Multiple cases can be selected and assigned at the same time.

4.6 Case Details Page

Key fields that provide an overview of the case are displayed within the Case Details.

Case Details

Case Number 28925815	**Status** Awaiting Network Response	**Subject** Domestic Parcels - Express
Case Type Investigation	**Priority** Low	**Enquiry Sub Type** Delivery complaint
Addressee Name Mark Proud	**Addressee Address** 111 Bourke Street Melbourne VIC 3000	**Reference ID** 323423423423
Sender Name Jerry Smith	**Sender Address** 180 Lonsdale street Melbourne VIC 3000	**Created Date** 25/04/2020 1:35 PM
Last Modified Date 27/04/2020 10:29 AM	**Last Modified By ID** AAMark Proud	**Case Originator** Addressee
Sent To Network Date 25/04/2020 1:41 PM	**Description of Contents** books	**Value of Contents** $50.00

Note: if there are blank fields within the case details, if is because this information has not been captured by the CCC.

The complete list of case fields is accessible by clicking on 'More Details', which can be expanded and collapsed by clicking on:

> More Details

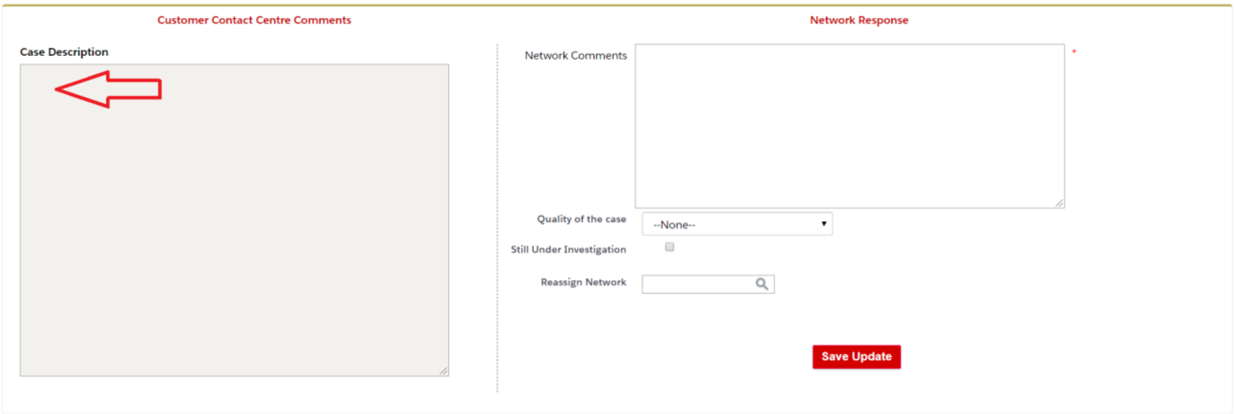
Tip: Clicking on **Contact ID** within 'More Details' will give you access to the customer contact details (including any phone number(s) captured)

More Details

Case Number 23857366	**Reference ID** 33LPL000056201000605003	**Status** Closed
Priority Low	**Description** Masked	**Case Type** Investigation
Product Category Domestic Parcels	**Enquiry Sub Type** Missing Item	**Product Sub Category** eParcel- Regular
Case Reopen Date	**Case Origin** Phone	**Resolution Code** Other
Contact ID Chung Schroeder	**Preferred Communication Method** Email	**Legal Entity Name** Chung Schroeder
Contact Phone	**Contact Email** tdm_pt6n4d.4206@test.npe.auspost.com.au	**Sender Name** aae
Sender Email	**Sender Address** 130 Sharps Rd,Melbourne Airport,VIC 3045,Australia	**Sender Company** AAE RETURNS - SHARPS RD
Addressee Name STARTRACK	**Addressee Email** tdm_d51cna.5854@test.npe.auspost.com.au	**Addressee Address** 77-79 Roberts Rd,Greenacre,NSW 2190,Australia

4.7 Customer Contact Centre (CCC) Comments

Comments provided by the CCC appear in the Case Description. Required actions will be recorded here.



4.8 Network Response

Every Case will require a selection from the associated pick list menus as well as Network Comments to advise the CCC of your actions and the outcome.

Tip: Always make use of the ‘Still Under Investigation’ check-box when providing case updates throughout the course of the investigation. The CCC will be able to see these updates should the customer contact us prior to the outcome being provided.

4.9a Network Response (Updated Case)

When you open a case that displays in your case list as Updated, the Network Response section is slightly different. You are provided with the option to 'Acknowledge' the update with or without providing a response.

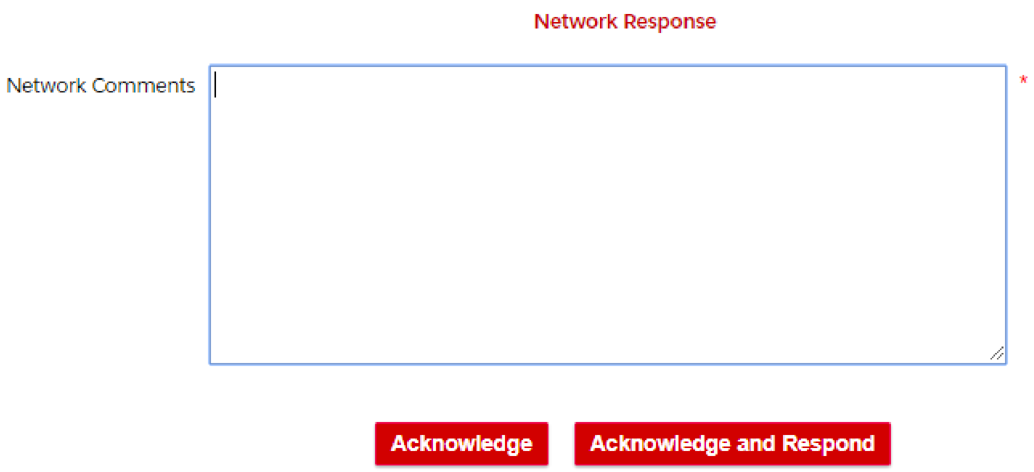
There will also be on-screen messaging displayed, providing information on what's caused the case to 'Update'.

Acknowledge

Acknowledge the update without the need to comment. The case will be removed from your case list.

Acknowledge and Respond

Acknowledge the update whilst providing a comment. The case will be removed from your case list and the comment will display for the CCC. <u>This option is preferred to assist the CCC in handling the next steps.</u>

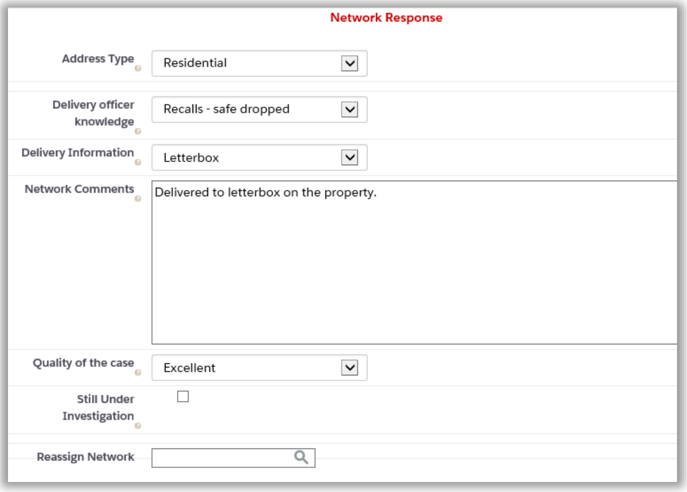


4.9b Network Response (Disputed Delivery Scan cases)

For Disputed Delivery Scan cases, mandatory picklist selections are displayed. Most selections will result in a customer email being generated. This provides the user the ability to email the customer and close the case. This reduces unnecessary work being referred back to the CCC and ensures the customer has a quicker response to their case.

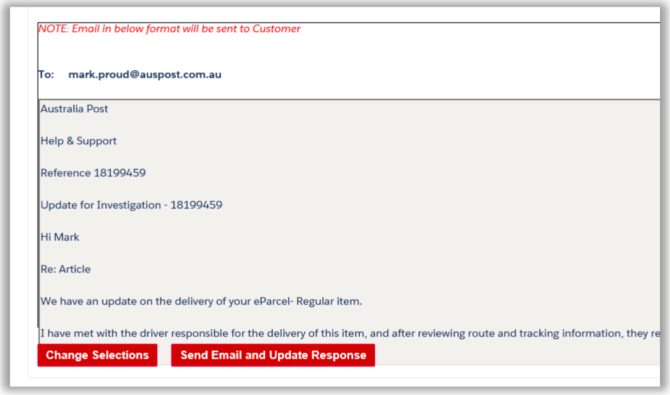
Note: In the event that the selections do not match the outcome, select "Other – back to CCC for resolution." This will send the case back to the CCC with your comments instead. This selection should only be used as a last resort.

Note: the customer will not see your network comments, they will only receive the email that is generated.



Once the selections are made and Save Update is pressed, a preview of the customer email is displayed, giving the options to the user to proceed and send the email or change their selections if required:

Please read the email preview carefully as this will be sent directly to the customer and the case will close.



4.10 Still Under Investigation (SUI) checkbox

Checking this box allows you to record updates on the Case which are visible to the CCC while you are working on the final outcome. When providing the final outcome, unselect the SUI check-box and press Save Update.

4.11 Further CCC action required

Selecting this option allows Feedback cases that have been recently closed to be re-opened and sent back to the CCC.

Note: Use this option when you do not have enough information to action the case or, if the situation has changed and the CCC needs to be in further contact with the customer.

4.12 Reassign Network

This feature allows for the case to be reassigned to another Australia Post Facility (Delivery or Retail). To use it, click the magnifying glass and a pop-up window will appear. Search for the name or facility work centre code and press Go, then click on Network Name and press Save Update to reassign the case.

Note: When searching fields other than Name, select the All Fields radio button, prior to pressing Go!

4.13 Save Update

This saves your selections and notes in the case. If you had previously updated a case with the **Still Under Investigation** box checked, you'll need to uncheck it before pressing Save Update.

4.14 Printing a case from the Case Details page

When opening a case, the print button is located towards the top right of the screen above the Case Details section.

Note: After clicking case print, the 'Printed' column in the case list will updated from 'No' to 'Yes'.

4.15 Bulk printing cases from the Case List

This will soon be introduced into MyNetwork with an upcoming enhancement.

4.16 Poster Notes

Internal facility notes that do not need to be seen by the CCC can be recorded here. Think of this as your personal scribble pad!

Note: These notes are <u>not</u> private and can be seen by other users of MyNetwork.

Tip: If comments are relevant to the investigation, please make use of the Still Under Investigation (SUI) check-box and click Save Update. The CCC can see SUI updates, should the customer make contact prior to an outcome being provided.

Poster Notes

Use this as a scribble pad for internal facility notes only and not investigation responses. Notes recorded here are not private. Please make use of the Still Under Investigation checkbox when adding updates to the investigation.

Comment

Mark Proud (MyNetwork)
03 April 2020 at 03:45 PM
Test

4.17 SAP EM – Event Messages

SAM EM event messages (I.e. tracking information) is accessible by clicking on the EVENT MESSAGES tab, which is located on the lowermost section of the Case Details screen.

EVENT MESSAGES RELATED LISTS

Status	Event Description	Actual Time	Event Location	Planned Time	Planned Location	Comment	Signatory Name	Event Source	Sender ID	Event Type
✓	Subscribed to tracking notifications	8 Nov 2019, 10:29:04...							eParcel	CE-EN01
✓	Leave in a safe place requested (Established Receiver preference)	8 Nov 2019, 10:29:04...							EMRLS	CE-SR05
✓	Manifest received from Sender	8 Nov 2019, 10:29:04...	MPF BULK LETTERS *CLOSED*		MPF BULK LETTERS *CLOSED*				eParcel	ADMIN-ER39
✓	Awaiting collection at COFFS HARBOUR DC	8 Nov 2019, 12:09:49...	COFFS HARBOUR DC		COFFS HARBOUR DC				BB60	DD-ER4
✓	Track extract requested	12 Nov 2019, 10:18:3...							SF	CE-TR03
✓	Enquiry received from Receiver and/or Sender	12 Nov 2019, 10:18:3...	CUSTOMER CONTACT CENTRE - VIC		CUSTOMER CONTACT CENTRE - VIC				SF	ADMIN-ER44
✓	Manifest accepted by Australia Post	12 Nov 2019, 10:29:1...	MPF BULK LETTERS *CLOSED*		MPF BULK LETTERS *CLOSED*				eParcel	ADMIN-ER40

4.18 Related Lists

Several components that contain case information and history can be accessed on the Case Details page within RELATED LISTS (found to the right of the Event messages).

Here you will find

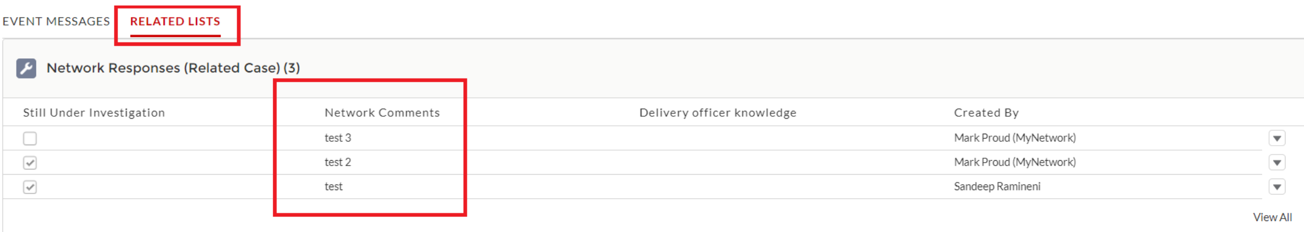
- Existing Network Responses (refer 4.19)
- Case history
- Case Comments
- Attachments (refer 4.20)
- Emails
- Faxes
- Case Milestones (refer 4.22)

4.19 Existing Network Responses

Cases that have previously had a network response will display an on-screen message to remind staff to review previous network responses on the case, prior to saving an update.

To view previous network responses, click on **RELATED LISTS**.

Network Responses (Related Case) is where you can review existing network responses.



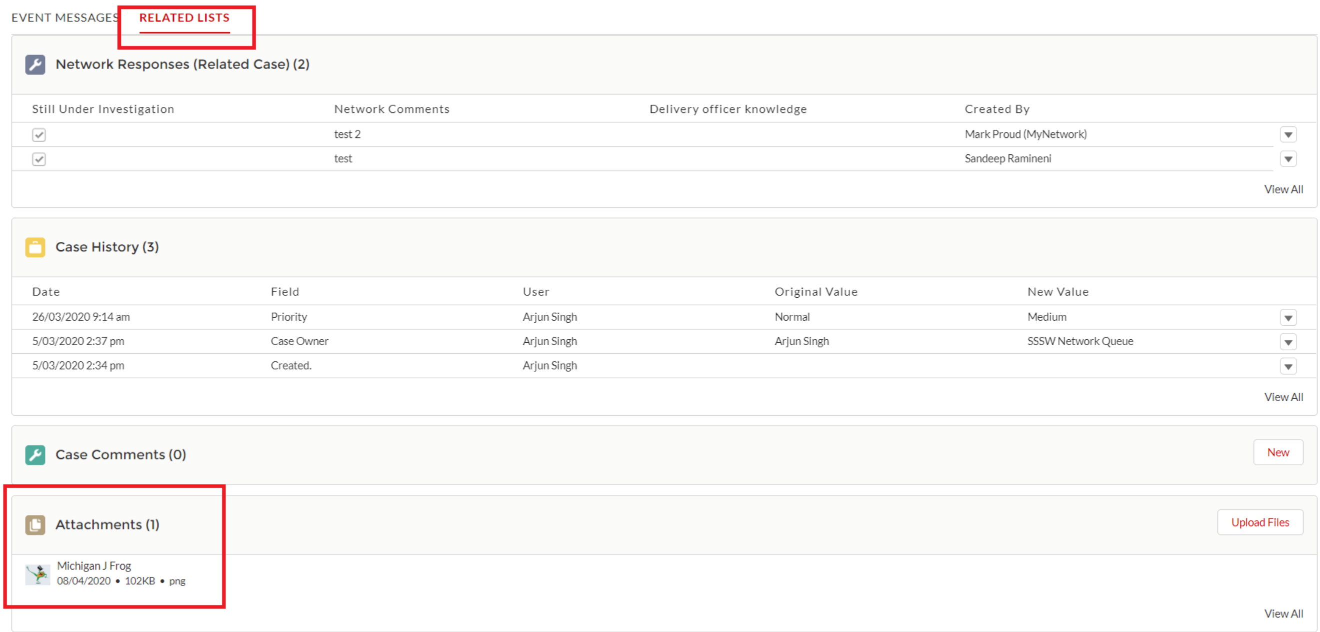
Note: Still Under Investigation Updates are not considered as 'network responses'.

4.20 Attachments

Case attachments can been viewed and added within MyNetwork.

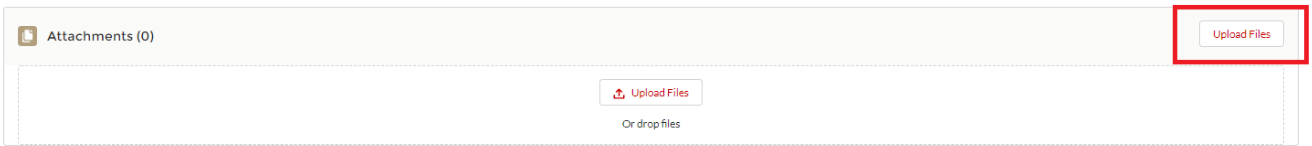
4.21 Viewing Attachments

If there are attachments on a case, they can be found on the Case Details page by clicking on RELATED LISTS (to the right of the Event messages). If there is an attachment, a number will appear next to 'Attachments'



4.21 Uploading an attachment

To upload an attachment to a case, open the Case Details page, click on RELATED LISTS, scroll down to 'Attachments' and click on 'Upload File'. This will allow you to attach a file to the case from your computer.



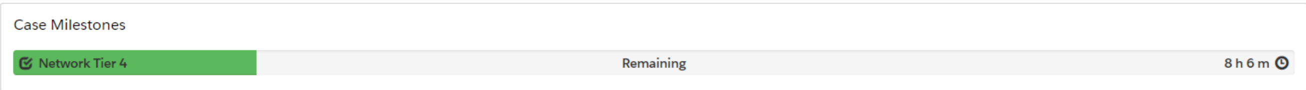
Note: Retail users must use a back office/Admin PC to upload attachments

4.22 Case Milestones

The case milestones component on the case details page provides a visual display of the time remaining before a case escalates.

When a case escalates, an email is sent to the point of escalation listed against the facility. (Refer 6.2)

The below example shows a cases that has already escalated to tier 1, 2 and 3 escalation points and if not responded to within 8 hrs and 6 mins, will trigger and email to the fourth point of escalation listed against the facility.



Note: the colour of the case milestones bar will change from green to amber to red for each escalation tier until a response has been provided back to the CCC.

Note: Case milestones will continue to progress when updates on the case are made when the ‘Still Under Investigation’ check-box is ticked.

5 Forms

Depending on your Facility, you will have access to either retail or delivery related forms.

Retail users will have the following form options available.

- Damaged articles / Missing contents
- Lost article
- Delivery concerns or issues
- Mail Redirection or Mail Hold
- Staff related feedback
- Something else

Delivery users will have access to a single form

- eParcel damages

Note: If you do not see the correct form, please contact the MyNetwork Support team.

5.1 Accessing forms

To access the above forms, click **FORMS** on the menu bar – as below:

5.2 Completing the forms

The form will guide you through what needs to be completed and you will be prompted if required information is missing.

Note (retail users): If your outlet is not listed under “Select your outlet” please have your Postal Manager update your MyNetwork access.

Note (eParcel damage users): If your facility is not listed under “Select your facility” please have your line manager update your MyNetwork access.

5.2a Retail users – Processing compensation

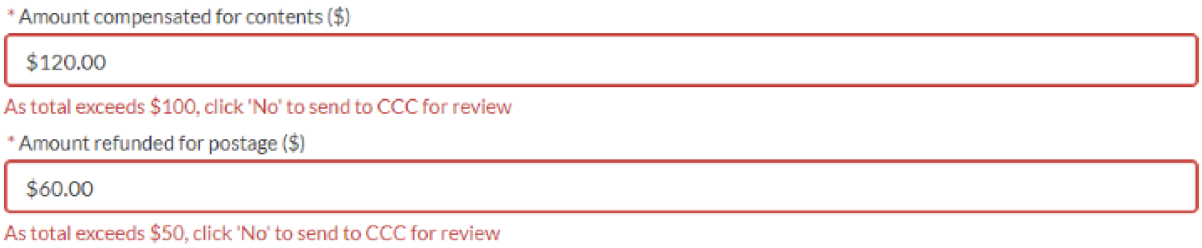
For detailed information on compensation and process guides, please refer to:

- MyNetwork – Step Guide,
- MyNetwork Assessing Compensation Claims – Information Sheet

These are available on **POP** at **Knowledge Hub | People / Processes | Systems | MyNetwork**

Things to remember when paying compensation

- A maximum of **$100** can be paid for contents and **$50** for postage.
- As below, error messages will display when the amount entered exceeds these limits.



- Once you have completed the form you will need to process the transaction in EPOS:
  - **TC 1068** for contents or service value.
  - **TC 141** for postage.
- Provide the EPOS receipt to the customer as their reference.

5.2b Using the forms

There are three key lookup features to assist you in completing the forms. They are:

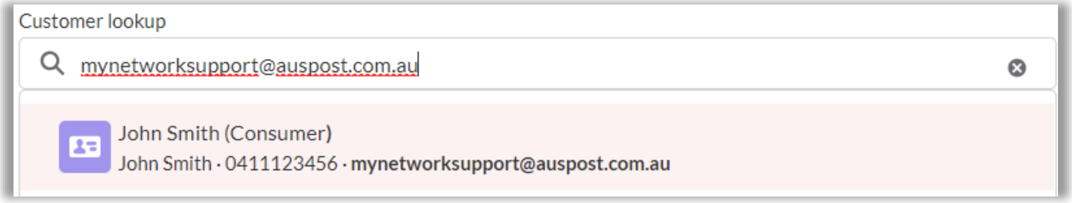
- Tracking number
- Customer
- Address

Tracking number

When entering a tracking number press the magnifying glass to trigger a search of known articles. If the tracking number is verified then magnifying glass will change to a √ you can press Update Form which will complete any known address fields.

Customer

This search will help you find customers that are known to Australia Post. You can search for them using only their phone number, emails address or MyPost Customer number.

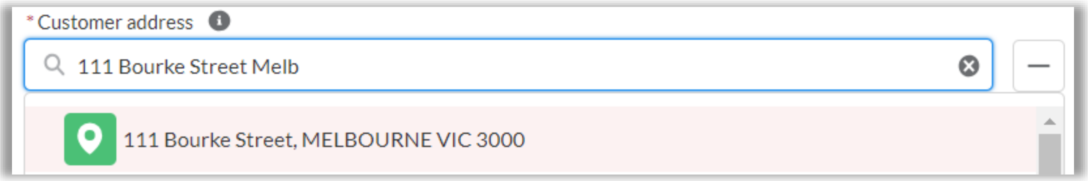


If a customer record is matched, you will need to click on the match to complete the customer section of the form. If there is no match, complete the fields as required.

Always try to capture a contact number and email address where possible.

Address

This search will find known addresses in the Australia Post database. When you begin typing an address, select the matched address as this will automatically complete the address section of the form. If there is no match, all required address fields need to be completed.



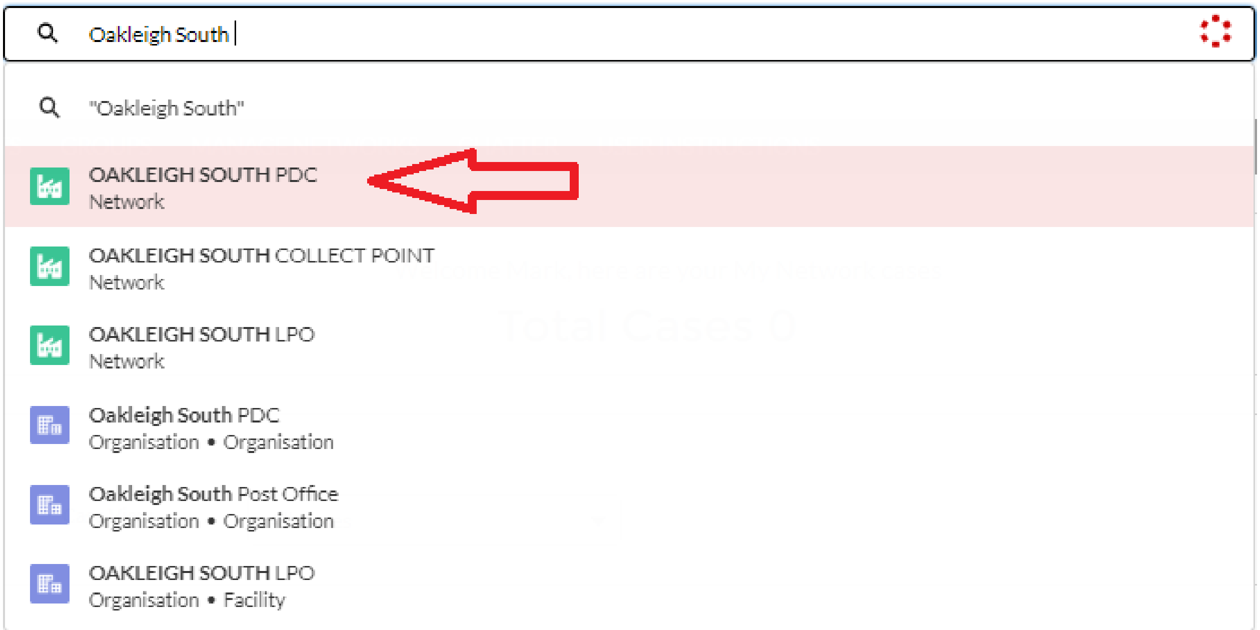
6 Managing Networks (Super User)

6.1 Viewing network details and managing staff access

In MyNetwork individual facilities/outlets are referred to as 'Networks'

To look up a Network, enter the name into the Global Search at the top of the screen and click on the suggested options (for this example we will use Oakleigh South PDC).

Note: Always select the facility name that has '**Network**' below the name (do not select options that have Organisation below the name)



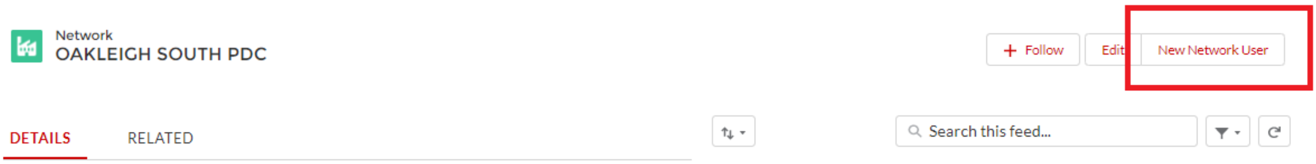
Tip: If you click Search rather than choose from the drop-down list, you will see anything on file for the chosen Facility, including cases, networks, articles etc. From here, select the Network tab at the top to be taken to the network section.

Tip: Recently viewed networks can be viewed by clicking on 'Manage Networks'

There are two tabs on the chosen Network screen (as seen below):

DETAILS tab– Displays Facility contact information and escalation points (refer 6.2)

To add an existing MyNetwork user to your Facility, click the **New Network User** button and search their name, select and save.



Note: If you are unable to locate a user in the search field, they more than likely do not have a MyNetwork user account. You will need to raise a MyIT request

This can be done:

Online via MyIT at -https://auspostprod.service-now.com/myit/

Ensure **MyNetwork** is selected as the business application.

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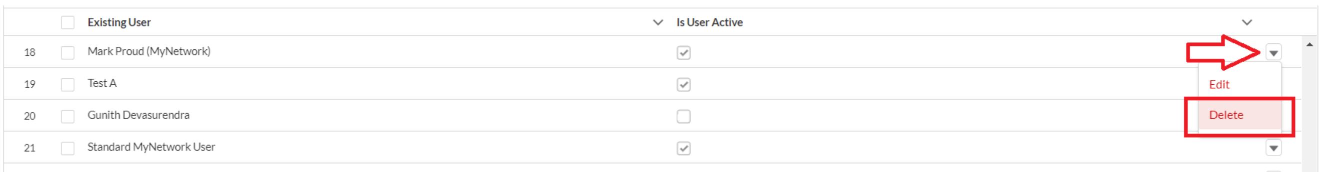
RELATED tab– A Super User can remove staff access within the Network Users section by clicking on the drop-down arrow next to a name and selecting '**Delete**'.



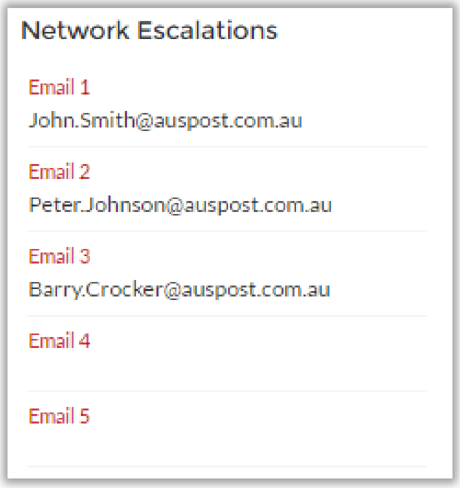
Note: If the 'Is User Active' column is un-checked and this staff member requires MyNetwork access, please contact the MyNetwork Support team as their license will need to be re-instated.

6.2 Managing escalation points (Super Users only)

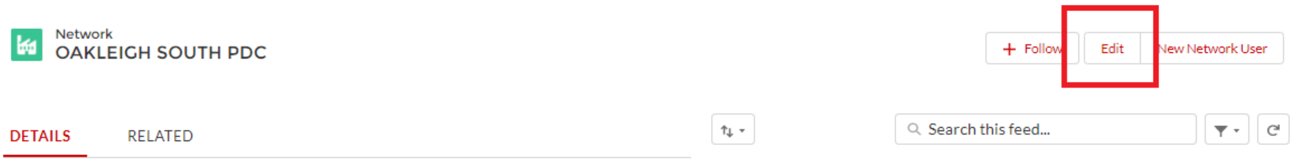
Network escalation contacts are displayed in the Details section. These are used in the following situations

- Staff complaints
- Damage to property
- Un-answered cases

Important: These contacts should be maintained regularly, in particular for staff movements or recreational leave / extended sick leave occurs. Best practice for who these contacts are is a decision based on local hierarchy leading to area support. E.g. a supervisor (2IC), Facility manager, area manager etc. There should be no less than two of these contacts, three is recommended, however up to five is allowed.



To edit the escalation contacts, select Edit in the top right corner of the Network display (Edit is located to the left of the 'New Network User' button).



Make the changes required, checking the email addresses are correct and press **Save**.

Tip: Always copy/paste email addresses from Outlook contact cards to avoid typos!

7 Reports

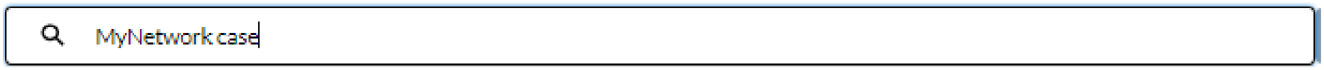
7.1 Reporting functions

Several pre-defined reports can be accessed within MyNetwork and are made available to all staff.

7.2 Case reports

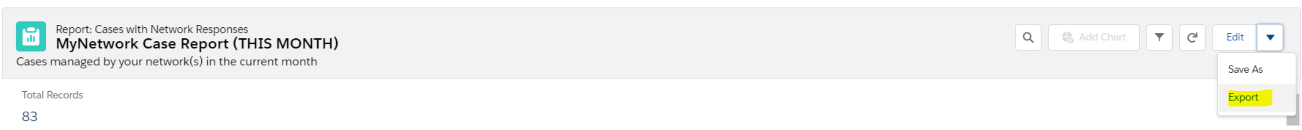
MyNetwork allows for case reporting on facilities you have been assigned to. The data in the report includes responses from the network and can be exported into Excel for easy management.

To generate a case report, search **MyNetwork Case** in the Global Search bar and press enter.

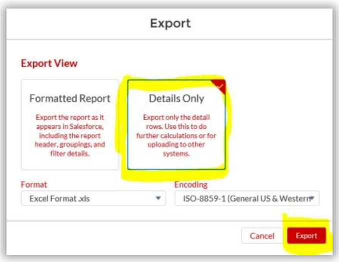


Click **Reports** on the left then select the desired report.

When the report is displayed on screen, press the triangle and select **Export**.



On the next screen, select **Details Only** and press **Export** to create an Excel file.



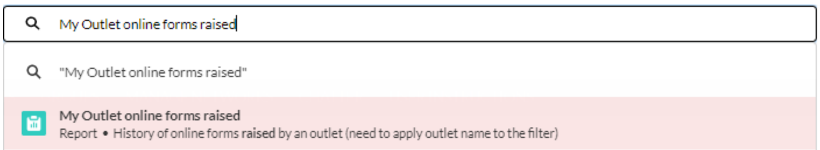
7.3 Online form history

To obtain a complete history of online forms raised by your facility, two reports have been made available.

One relates to retail online form submissions and the other relates to staff in the deliveries network responsible for submitting eParcel/wine damage online forms.

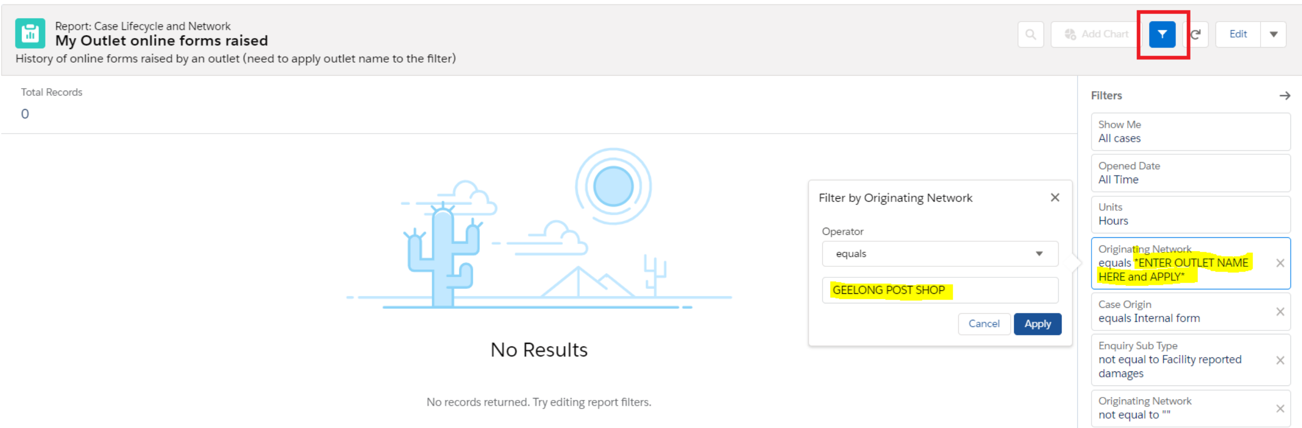
- **My Outlet online forms raised**
- **My facility eParcel damage forms raised**

Using retail as an example, search the name of the report in the Global Search bar and select the report from the drop-down.



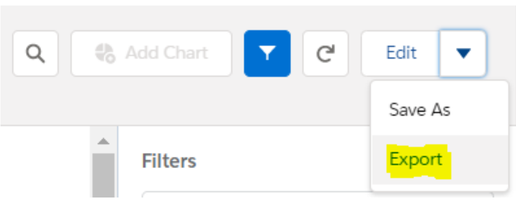
Tip: As you start typing the report name, you will see it appear as an option to select. There is no need to click search.

Click on the filter button. Click on **Originating Network**, enter the name of your outlet as it appears in the system and click **Apply**.



Tip: Click on **Opened Date** to sort with the most recent forms at the top.

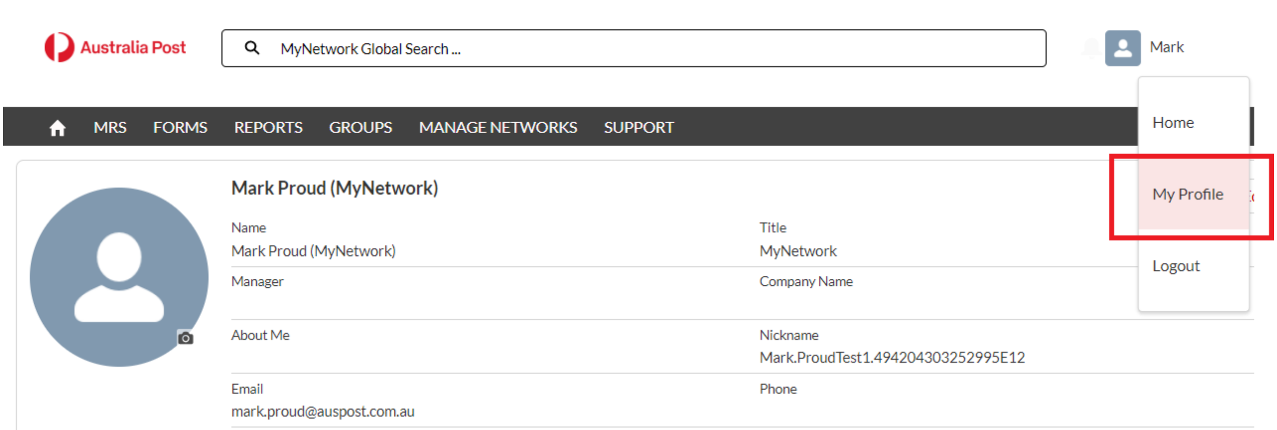
If you would like to export the report into Excel, click the down arrow and then **Export.**



8 Other Features

8.1 My Profile

To access your user profile, click My Profile after clicking your name at the top right of the screen:



Here you can update your profile contact information or add a photo. Any photos you add will appear next to your entries on the CCC end so be sure it is work appropriate! Don't forget to press **Save.**

8.2 Groups and Chatter – (Delivery Users)

As a MyNetwork User, delivery users are assigned to a community group which is used by the MyNetwork Support team as a communication channel to provide important updates and information.

Types of communications used:

- Outages affecting the CCC or MyNetwork
- MyNetwork related feedback requests
- MyNetwork Performance feedback

Note: Updates can been viewed within the CHATTER tab.

9 Help and Support

9.1 MyNetwork Support team

In the event of irregular system behaviour or any other MyNetwork related questions, please contact the support team at:

MyNetworkSupport@auspost.com.au

9.2 Concerns with the case

If you would like to provide feedback or concerns on a case received from the CCC (E.g. missing information) please action the case as per usual, and email the case number and your concerns to:

CCCQualityTeam@auspost.com.au