

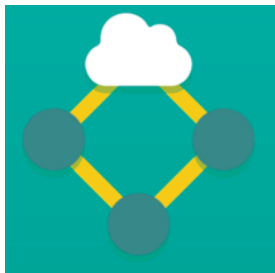
# MyNetwork

## eParcel / Wine Damages Form Instructions



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## eParcel / Wine Damages Form Instructions



### 1. Accessing MyNetwork

- Refer to the User Instructions attached to the 'Welcome to MyNetwork' (registration) email
- MyNetwork URL: <https://auspostbusiness.force.com/myNetwork> (Use Google Chrome)

### 2. Accessing the e-Parcel damages form

To access the form in MyNetwork, select **FORMS** in the menu and click on **eParcel Damages** on the next page.



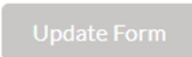
**Note:** If eParcel Damages is not listed after clicking Forms, please contact the MyNetwork Support team.

### 3. Submitting a form

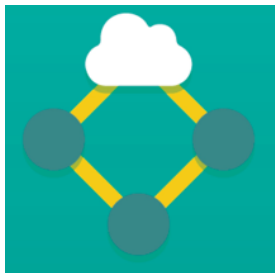
There are several features that will help you complete the form, even filling out some sections for you. A couple of things to note:

#### Article number

Full article ID ⓘ

Click search icon after article ID entered 1.  2.  3.

1. Enter the tracking number here. (It must be an article ID, not a consignment number).
2. Press the magnifying glass to run a search in the system for the SAP EM information. If there is a match it will change into a green tick ✓
3. Press **Update Form** – the details listed on the manifest will pre-populate the sender/addressee details in the form, saving you time!



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### Address entry

In the event a manifest is unavailable, you will need to manually enter address details.

The form knows most delivery points, so once you enter an address it will suggest it to you, click on the suggestion which appears like this:

\* Sender address ⓘ

180 Lonsdale street Melbourne

180 LONSDALE ST MELBOURNE VIC 3000

**Note:** In the event an address is not found, please manually enter the address, as below

\* Sender address ⓘ

180 Lonsdale Street, Melbourne VIC 3000

\* Line 1  
180 Lonsdale Street

Line 2

\* Suburb  
Melbourne

\* State  
VIC

\* Postcode  
3000

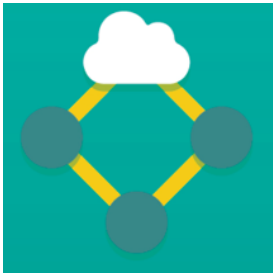
### Wine/Alcohol/liquid question

\* Does the article contain wine/alcohol/liquid?

- ☐ Yes
- ☐ No

Use this section of the form when the contents are wine, alcohol and liquids (**even if the contents are non-alcoholic**). E.g. olive oils, soft drinks, cleaning products etc.

**Note:** A 'Yes' selection will display additional fields to complete, prior to submitting the form.



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### Summary page / upload a file

When a form is submitted, a summary screen is displayed which includes the case number.

When needed, you can add attachments here. For example, a photo of the damaged parcel (which the CCC can provide to an account manager to support improved lodgements in future)

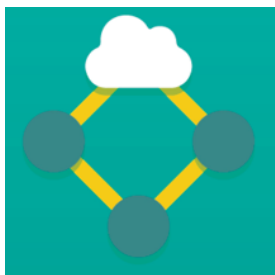
To add a file, press **Upload Files** and choose a file saved on your computer.

Like the image above, if you would like to print a copy, **right-click** your mouse on the page and select **Print** to open the options for your local printer.

### 4. Identifying eParcel damage enquiries in the case list

Notifications from the eParcel service centre advising of next steps (I.e. return to sender or deliver parcel) will be received in the MyNetwork case list.

**Note:** to identify any cases that relate to eParcel damages, select 'Facility reported damages eParcel and wine damages' from the Case View. This will filter the case list to only display cases that relate to eParcel damages.



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### 5. Responding to a case

Click on the case number to open a case. Instructions from the eParcel service centre are to the left of the screen in the Case Description.

You can enter your response to the right of the screen and click 'Save Update' to record your comments. You will then be taken back to the case list and the case will no longer display.

Customer Contact Centre Comments	Network Response
<b>Case Description</b> As per merchant agreement, please RTS remain contents, thank you.	<b>Network Comments</b> <input type="text" value="Items have been RTS as requested. Thanks"/>
	<b>Quality of the case</b> <input type="text" value="--None--"/>
	<b>Still Under Investigation</b> <input type="checkbox"/>
	<b>Reassign Network</b> <input type="text"/>
	<b>Save Update</b>

### 6. Help and Support

Please contact the MyNetwork Support team at [MyNetworkSupport@auspost.com.au](mailto:MyNetworkSupport@auspost.com.au)