Help For This Page
Pricing Support Requests

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1. StarTrack Pricing Team

Turnaround time on pricing requests is between 3-5 business days depending on the scope and requirement. The time applies from every instance the request (first and subsequent) is submitted to the ST Pricing queue.
Reminder Always select "Submit" button when submitting a request for the first time or "Re-Submit" when re-submitting to pricing with more information; as we will not respond until it is in our queue.

Reference documents
Pricing Policy & SharePoint:
http://aux2010.aae.com.au/Organization/SalesandMarketing/StartrackProductSuite/Pages/Customer-Facing-Collateral.aspx

Types of Pricing Support Requests
1. Organisation
2. Opportunity
3. Business At Risk

1.   Organisation
E.g. additional lanes, migrations, contract renewals, Transit Warranty & general enquiries. No rate reductions.

    DSR Process:
        a.   Open the customer's organisation page
        b.   Deal Support Request and "Organisation" request type is automatically selected
        c.   Pricing Request Type:
           I.   Renewal / Rate Review: for contract renewals
          II.   Rate Card Extraction: for additional lanes or migrations
       III.   Other: Transit Warranty or general pricing enquiries

    Reference: Pricing Policy Additional Lanes page 8, Migrations p10, LTA p7, Transit Warranty p12-13
    Required Info: Leader account number, detailed summary of what is required and DSR mandatory fields.

2.   Opportunity
Follow the fixed rate card tiered structure, where applicable, for new customers or existing customers with new product. All tier rate cards are available on SharePoint. Variation to rates for existing customers with growth on existing product refer section 2.2 below.

    2.1 New Customers or new product price offers that require customised pricing beyond standard tier.
    DSR Process:
        a.   Open the Opportunity ID page
        b.   Deal Support Request. The request type automatically selects "Opportunity Request Type"
        c.   Pricing Request Type: New Business / Growth

    Reference: Pricing Policy from Page 5
    Required Information: DSR mandatory fields and below additional info to support customised rates:
      •   Sales Brief i.e. who is the customer and what are the products they are sending
      •   Customer scoping questionnaire to be populated
      •   Salesforce Opportunity ID
      •   Incumbent Carrier
      •   Reason to go to market
      •   Consignment Data (in excel) 3 months minimum (one line one conn)

- Freight compatibility
- Growth profile
- History or future context
- Main despatch location (Ex Melbourne, Sydney etc.)
- Any proof points on rates required (your confirmation of specific pricing is required)
- Due date required from Pricing Team

Invoice Data (Freight Data Analysis) Template located on SharePoint:
- Consignment Lodgement Date
- Dispatch Postcode & Suburb
- Receiver Postcode & Suburb
- StarTrack Service Code
- Number of Items
- Cubic Dimensions (m3)
- Dead Weight (Kg)
- Carton/Satchel/Pallet
- Dangerous Goods (Y/N)

2.2 Existing Customers with Growth including products where the customer has existing trade.

DSR Process:
a. Open the Opportunity ID page
b. Deal Support Request. The request type automatically selects "Opportunity Request Type"
c. Pricing Request Type: New Business / Growth

Reference: Pricing Policy from Page 7

Required Information: DSR mandatory fields and the additional info to support customised rates as outlined above in section 2.1 New Customers, in addition to StarTrack Leader Account Number(s)

Invoice Data (Freight Data Analysis) Template: provide the freight information as outlined above in section 2.1 New Customers.

3. **Business At Risk**

E.g. any variation to rates and surcharges for existing customers on products that have current trade.

DSR Process:
a. Open the approved BAR ID page
b. Deal Support Request. The request type automatically selects "Business At Risk Request Type"
c. Pricing Request Type: Renewal / Rate Review

Reference: Pricing Policy from Page 8

Required Information: DSR mandatory fields and below additional info to support review of existing rates:
- Salesforce Approved BAR number
- StarTrack Leader Account Number(s)
- Reason to go to market
- Customer brief
- SF Share of wallet (if applicable)
- Existing Freight Profile (% of sortable freight, % of DG)
- Sales retention strategy and rate reduction required to retain
- 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 Pl
- 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 on 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