

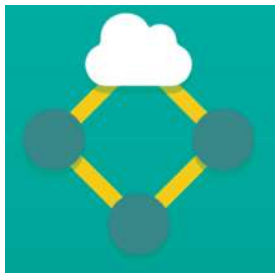
MyNetwork

eParcel / Wine Damages Form Instructions



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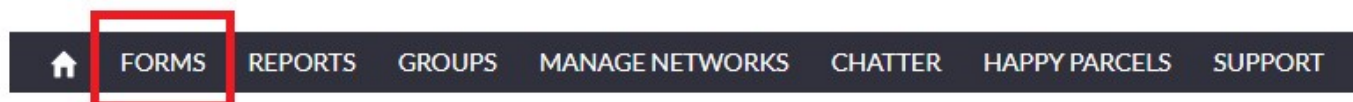


1. Accessing MyNetwork

- Refer to the Information Guide attached to the 'Welcome to MyNetwork' (registration) email
- MyNetwork URL: <https://mynetwork.auspost.com.au> (Use **Google Chrome** as your browser)

2. Accessing the e-Parcel damages form

In MyNetwork, select **FORMS** on the menu bar, then click the **eParcel Damages** tile.



Note: If the eParcel Damages tile is not shown, 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

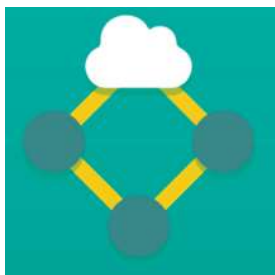
Full article ID ⓘ

Click search icon after article ID entered 1.

2. 3.

Q Update Form

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



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Address entry

If manifest information is unavailable, you will need to manually enter the address details.

The form knows most delivery points, so once you enter an address it will suggest it to you. Click on the suggested address – as below.

* Sender address ⓘ

 180 LONSDALE ST MELBOURNE VIC 3000

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

* Sender address ⓘ

* Line 1

Line 2

* Suburb

* State

* Postcode

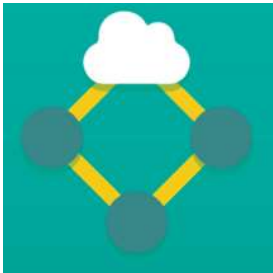
Wine/Alcohol/liquid question

* Does the article contain wine/alcohol/liquid?

- ☐ Yes
- ☐ No

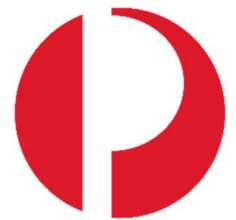
Use this section of the form when the contents are wine, alcohol and liquids (**even if the contents are non-alcoholic**). E.g. olive oils, soft drinks, cleaning products etc.

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



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Damage Instructions

Instructions on how to handle the damaged item will display on screen for merchants that have standing orders with Post. (Return to sender | Deliver as addressed | Discard).

This will allow you to take immediate action as there is no need to hold on to the item. E.g. If a merchant has a standing order for all damaged articles to be returned, you will see the below message display on-screen:

Damage Instructions

Repack & return to sender. Discard if unfit for delivery.

Upon submission of the form, the system will send an email to the merchant, notifying them of the damage and action taken. The case will auto-close and you will not receive any further contact from the eParcel Service Centre.

For those merchants that **do not** have a standing order, you will need to hold the item whilst waiting on further instructions from the eParcel Service Centre, as shown below.

Damage Instructions

Please wait for further instructions

The **Action Taken** value will auto-fill on the form, as shown below.

* Action Taken

Return to sender

Additional Information

500 characters remaining

Submit

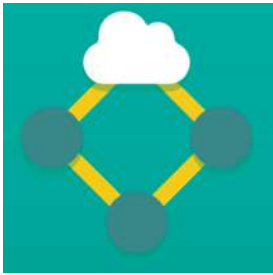
Should you change the Action Taken value (E.g. from 'Return to sender' to 'Deliver as addressed'), the below warning message will display as this action is different to the damage instructions provided by the merchant.



Warning

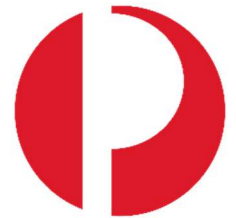
You have chosen a result different to the preferred action. Please let us know why





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Summary page / Upload a file

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

If needed, you can add an attachment 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 attach a file, click **Upload Files** and choose a file saved on your computer.

If you need to print the summary page for your reference, click the **Print** button.


eParcel/Wine Damages

Case 41520306 was successfully created.

Article Id : DVA9992133939020031099039
Sender name : Oak Tree Estates
Addressee name : Mark Proud

If you would like to include a photo or file, attach here.

Attach file (jpg, png, or pdf)

 **Upload Files** Or drop files

Print

4. Identifying eParcel damage enquiries in the case list

For items held at your facility (due to 'Damage Instructions' not being available in MyNetwork), advice from the eParcel Service Centre (I.e. return to sender or deliver) will be received in the MyNetwork case list.

Tip: 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.

Welcome Mark, here are your My Network cases

Total Cases 5

Case Views

Case View: Facility reported damages eParcel and wine dam

> Case Search Filters

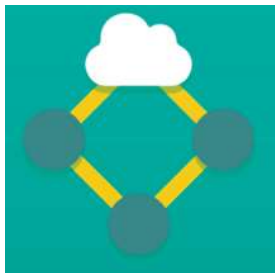
es : 1 of 5

Assign to self

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
<input type="checkbox"/> 30434321	No	NEW		Low		tewstest4343434	Consumer	Facility reported damages	180 Lonsdale Street Melbourne VIC 3000		Melbourne Metro

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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.

The screenshot shows a web form titled 'Customer Contact Centre Comments' and 'Network Response'. On the left, under 'Case Description', there is a text area containing the text 'As per merchant agreement, please RTS remain contents, thank you.' On the right, under 'Network Comments', there is a larger text area with the text 'Items have been RTS as requested. Thanks'. Below this, there is a dropdown menu for 'Quality of the case' with the value '--None--'. Below that is a checkbox for 'Still Under Investigation' which is currently unchecked. At the bottom right of the form is a red button labeled 'Save Update'. There is also a search bar labeled 'Reassign Network'.

6. Help and Support

Please contact the MyNetwork Support team at MyNetworkSupport@auspost.com.au