

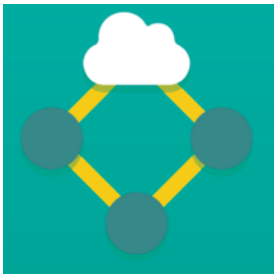
# MyNetwork

## Information Guide



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## 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**

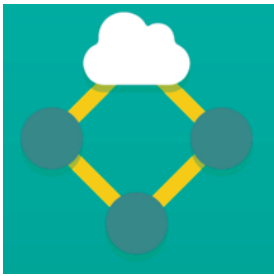
These are essentially the same however additionally, a MyNetwork Super User can:

**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)**



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### 2.2 Admin (Corp) Users

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

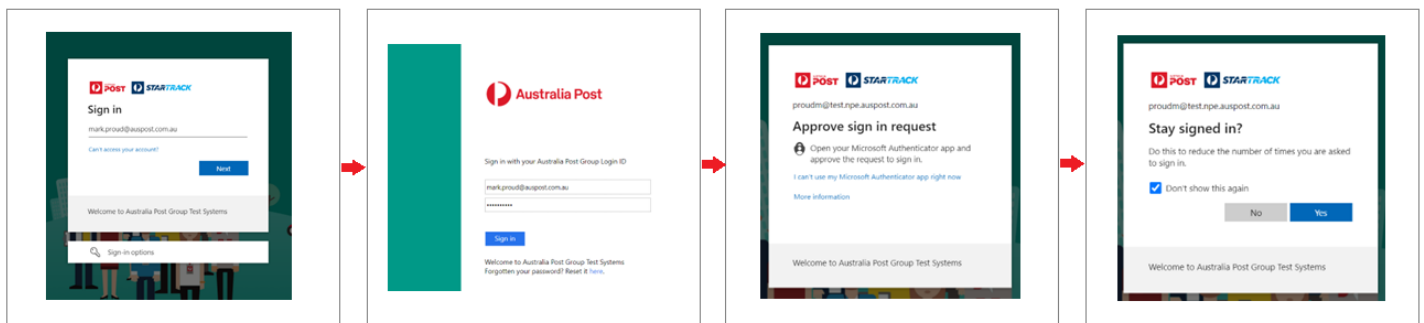
**<https://mynetwork.auspost.com.au>**

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

You will need to follow the prompts to be authenticated via Microsoft Azure to access MyNetwork (as below).

1. Enter your AusPost email address and click 'Next'
2. Enter your AusPost email and CORP password and click 'Sign In'
3. Open the Microsoft Authenticator app to approve sign-in or provide the authenticator code
4. Click 'Yes' when prompted to 'Stay signed in'

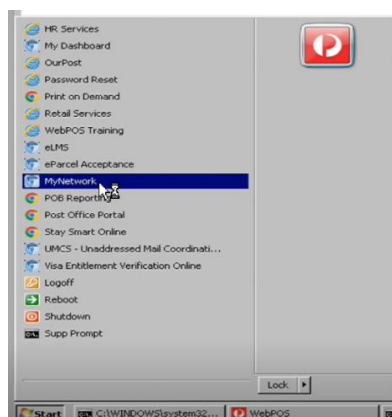
**Please note:** New users will be asked if they want to register a mobile phone. This is not required so please click on **I don't want to register my phone**.

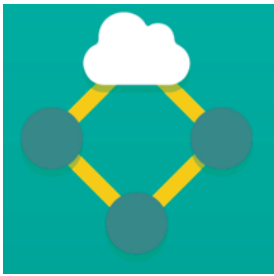


**Note:** Do not use Internet Explorer as this browser does not support MyNetwork and functionality will be lost.

### 2.3 Retail Users (Counter)

Click the Windows **Start** button and select **MyNetwork**





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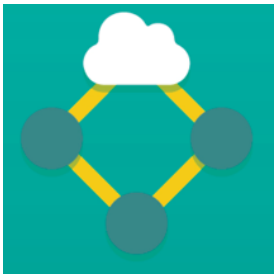


You will need to follow the prompts to be authenticated via Microsoft Azure to access MyNetwork (as below).

1. Enter your AusPost email address and click 'Next'

2. Enter your AusPost email address and CORP/EIS password and click 'Sign in'
3. **Please note:** New users will be asked if they want to register a mobile phone. This is not required so please click on **I don't want to register my phone.**

4. Click 'Yes' when prompted to 'Stay signed in'



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### 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

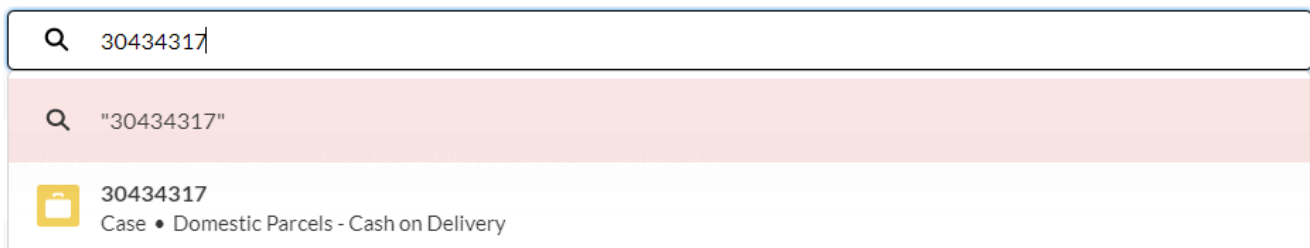
The Global Search at the top of your screen offers the ability to search for information recorded by the Customer Contact Centre.



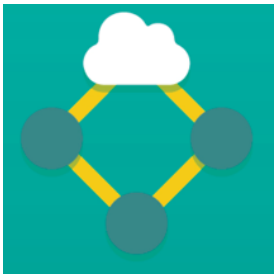
This includes:

- **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:



**Note:** If the case number you Global Search is a StarTrack case, you will have access to all associated Case Investigations that relate to that main case, via the 'Case Investigations' section.



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### 3 What cases will I receive?

#### 3.1a Cases that relate to Australia Post articles

Enquiries that relate to Australia Post articles will be categorised as either a 'Feedback' or an 'Investigation' case.

- **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)

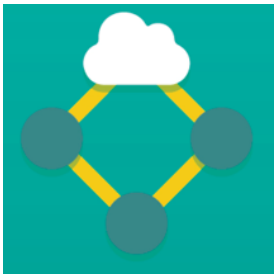
#### 3.2b Cases that relate to StarTrack articles

Enquiries that relate to StarTrack articles will always be received as Case Investigations.

- They are not categorised as either 'Feedback' or 'Investigation', but instead have various Case Types and Case Purposes. E.g. Case Type = Check Address | Case Purpose = In Transit
- StarTrack Case Investigations can be easily distinguished from Australia Post enquiries as they will have both a Case number and Case Investigation number. E.g. 51813212 - CI-00000112



Search The Case List								
<input type="checkbox"/> Case Number	Printed	Details	Escalation	Priority	Sent To Netw...	Reference ID	Customer T...	
<input type="checkbox"/> <a href="#">51813212 - CI-00000112</a>	No	SUI	▲	High	1 Mar 23, 08:50	15IZ50000122PRM00001	Enterprise	
<input type="checkbox"/> <a href="#">51134707</a>	No	NEW		High	14 Mar 23, 09:21	R432401025522120006120600	Consumer	
<input type="checkbox"/> <a href="#">51813219 - CI-00000222</a>	No	NEW		High	16 Mar 23, 09:08	15IZ50000115PRM00001	Enterprise	



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## 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.

Case View All Cases

---

Case Search Filters

Printed	<input type="checkbox"/>	Product Category	--Select--
Priority	--Select--	Enquiry Subtype	--Select--
Adresse Postcode	<input type="text"/>	Network	Search Network... <input type="text"/>
Case Number	<input type="text"/>		

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

#### Case Number

All Australia Post cases and StarTrack Case Investigations that require action are displayed here. Clicking on the case number will take you to the Case Details page which has detailed information about the enquiry. This is also where you respond.

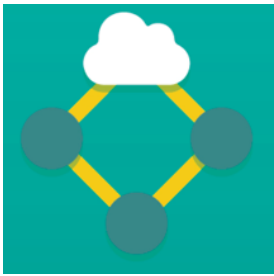
#### Printed column

When you or one of your team members generate a case printout (PDF) from either the case list or the case details page, the 'Printed' column will update from 'No' to 'Yes'.

#### 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)



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- **UPDATED** – 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 further information has been received on the case.

**Note:** 'Updated' cases will display a banner message on the Case Details page 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 team members listed as the points of escalation.

### Priority

Enquiries can be received with either a Low, Medium or High Priority.

**Note:** High and Medium Priority cases are 'pinned' to the top of the case list for immediate action.

### Sent To Network Date

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

**Note:** StarTrack Case Investigations that get re-sent to the network will display the original 'Sent To Network Date', regardless of whether it was sent to your facility first.

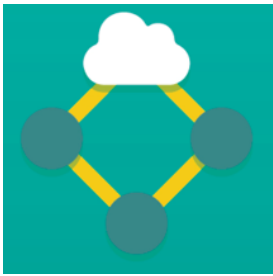
E.g. StarTrack customer service send a Case Investigation to Oakleigh Sth PDC on 28<sup>th</sup> April 2023 at 8am. If Oakleigh Sth PDC then re-assign that Case Investigation to Tullamarine PDC on the 29<sup>th</sup> April 2023 at 8am, the 'Sent To Network Date' will remain as the 28<sup>th</sup> April 2023 at 8am (even though this is the very first time Tullamarine has seen this enquiry).

The same applies to Startrack Case Investigations that get re-sent back and forth between the StarTrack CCC and the network. That is, the date/time will remain as the original 'Sent To Network Date'.

### Reference ID

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





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### 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.

**Note:** All StarTrack Case Investigations have a 10-business hour SLA, irrelevant of the customer segment.

### Enquiry Subtype

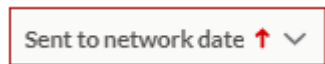
This defines what the case is about. E.g. Missing Item, Disputed Delivery Scan...etc.

### 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:** Columns that can be sorted have an arrow to right of column header – as below.



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

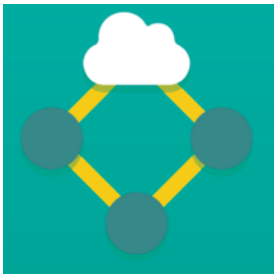
Records per page: 100 Page: 1 of 1

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

### Assigned To

Cases and Case Investigations can be assigned to specific team members at a facility. Refer section 4.5a and 4.5b for further information.



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### 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.

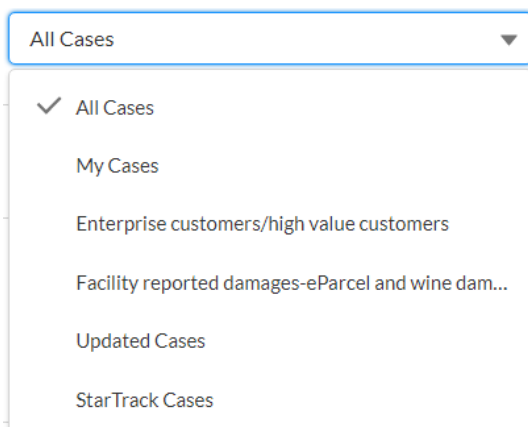
**Note:** If you Global Search a StarTrack Case, scroll down to the 'Case Investigations' section to view all the Case Investigations associated with that Case. Clicking on a 'Case Investigation' will open the case details page whereby you can view the details and provide an update.

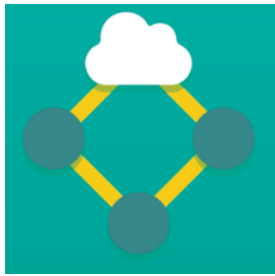
Case Investigations (3)			
Case Investigation Number	Reference ID	Status	Network
CI-00000046	15IZ50000110EXP00001	Closed	COFFS HARBOUR DC
CI-00000047	15IZ50000110EXP00002	In Progress	BUNBURY DC
CI-00000048	15IZ50000110EXP00003	In Progress	BUNBURY DC
			<a href="#">View All</a>

### 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:** Team members responsible for eParcel damages can make use of the 'Facility reported damages' list view.





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### 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.

Printed	--Select--	Product Category	--Select--
Priority	High	Enquiry Subtype	Missing Item
Addressee Postcode(s)	3000	Network Name	Search Network...
Case Number			
<div>Clear Search</div>			

**Tip:** Multiple addressee postcodes can be searched simultaneously.

**Tip:** To remove all search filters, press the 'Clear' button.

### 4.5a 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.

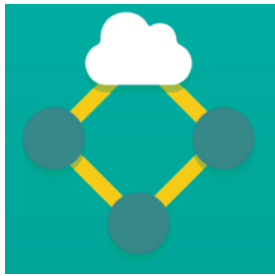
Assign to User Assign to self Print

Filtered Cases : 7 of 49

Search the case list Records per page: 100 Page: 1 of 1

<input type="checkbox"/>	Case Number	Printed	Details	Escalation	Priority	Sent to network...	Reference Id	Customer t...	Enquiry Subtype	Addressee Addr...	Addressee ...	Network Name
<input checked="" type="checkbox"/>	28927600	Yes	NEW	▲	Low		HKCZ50003791EXP00003	Consumer	Delivery complaint	17 Donald Street,Laverton,VIC 3028,Australia	3028	TEST
<input checked="" type="checkbox"/>	28926949	Yes	NEW		Low	22 May 20, 13:23	2JD280092901000930807	Consumer	Disputed delivery scan	187 Lonsdale Street Melbourne Vic 3000	0221	TEST(MyNetw
<input checked="" type="checkbox"/>	28926388	Yes	NEW		Low	29 May 20, 10:56	33LPL000074501000600807	Consumer	Delivery request	111 Bourke Street Melbourne Vic 3000	3028	TEST(MyNetw
<input type="checkbox"/>	28927063	No	NEW		Low	29 May 20, 14:58	99703010485001000830901	Consumer	RTS request	3462 kjdhfkjsdf street vic 3000	2000	TEST(MyNetw
<input type="checkbox"/>	28927368	Yes	NEW	▲	Low	1 Jun 20, 11:22	2JD280092801000930800	Consumer	Article carded - no delivery attempt	To Address Line1,BARTON,ACT 0221,Australia	0221	TEST(MyNetw

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



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### 4.5b Case assignment – Assigning a case to a team member

To assign a case to someone within your team, select the check-box to the left of the case, then click the 'Assign to User' button.

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

Assign to User

Assign to self

Print

Filtered Cases : 7 of 49

Records per page: 100 Page: 1 of 1

<input type="checkbox"/>	Case Number	Printed	Details	Escalation	Priority	Sent to network	Reference Id	Customer t...	Enquiry Subtype	Addressee Addr...	Addressee ...	Network Name
<input checked="" type="checkbox"/>	28927600	Yes	NEW	▲	Low		HKCZ50003791EXP00003	Consumer	Delivery complaint	17 Donald Street,Laverton,VIC 3028,Australia	3028	TEST
<input checked="" type="checkbox"/>	28926949	Yes	NEW		Low	22 May 20, 13:23	2JD280092901000930807	Consumer	Disputed delivery scan	187 Lonsdale Street Melbourne Vic 3000	0221	TEST(MyNetw
<input checked="" type="checkbox"/>	28926388	Yes	NEW		Low	29 May 20, 10:56	33LPL000074501000600807	Consumer	Delivery request	111 Bourke Street Melbourne Vic 3000	3028	TEST(MyNetw
<input type="checkbox"/>	28927063	No	NEW		Low	29 May 20, 14:58	99703010485001000830901	Consumer	RTS request	3462 kjdhfkjsf street vic 3000	2000	TEST(MyNetw
<input type="checkbox"/>	28927368	Yes	NEW	▲	Low	1 Jun 20, 11:22	2JD280092801000930800	Consumer	Article carded - no delivery attempt	To Address Line1,BARTON,ACT 0221,Australia	0221	TEST(MyNetw

A lookup table will then display. Search and select your team members name, then click Save.

MyNetwork User Lookup

Mark Proud (MyNetwork)

Save

Cancel

When you refresh your page, you will see the cases have been assigned via the 'Assigned To' column.

Assign to User

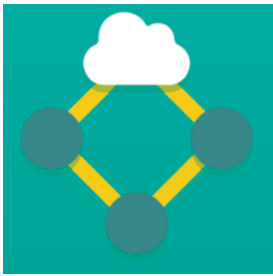
Assign to self

Print

Filtered Cases : 7 of 49

Records per page: 100 Page: 1 of 1

Reference Id	Customer t...	Enquiry Subtype	Addressee Addr...	Addressee ...	Network Name	Assigned To
HKCZ50003791EXP00003	Consumer	Delivery complaint	17 Donald Street,Laverton,VIC 3028,Australia	3028	TEST	Mark Proud (MyNetwork)
2JD280092901000930807	Consumer	Disputed delivery scan	187 Lonsdale Street Melbourne Vic 3000	0221	TEST(MyNetwork)	Mark Proud (MyNetwork)
33LPL000074501000600807	Consumer	Delivery request	111 Bourke Street Melbourne Vic 3000	3028	TEST(MyNetwork)	Mark Proud (MyNetwork)



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### 4.6a 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, it is because this information has not been captured by the CCC.

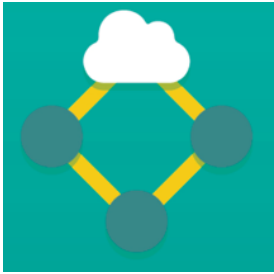
The complete list of case fields is accessible by clicking on 'More Details', which can be expanded and collapsed by clicking on:

> 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



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**Note:** StarTrack Case Investigations will have an additional section and display the 'Case Investigation' details.

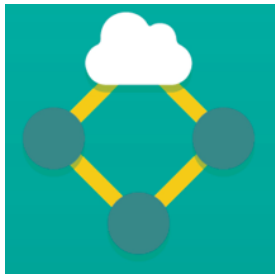
▼ Case Details

Case Number 51814270	Status Awaiting Review	Subject In Transit:15IZ50000110
Case Type Short - Scanned	Purpose In Transit	Receiver Name SIGREQ18
Receiver Address 140 SHARPS RD, MELBOURNE AIRPORT, VIC, 3045	Case Originator Customer	Sender Name AKUBRA HATS PTY LTD
Sender Address SOUTH STREET, KEMPSEY, NSW, 2440	Created By Stephan Dimopoulos	Last Modified By 19/4/2023, 4:13 pm
Last Modified By Mark Proud 2023 (MyNetwork)	Description Of Contents ⓘ live bees	Value of Goods 0 - \$1,999

> More Details

▼ Case Investigation Details

Article 15IZ50000110EXP00002	Network ⓘ BUNBURY DC	Case Investigation Number CI-00000047
Priority High	Status In Progress	Product Category StarTrack
Product Sub Category ST EXPRESS PREMIUM	Network Milestones Violated ⓘ 1	Sent To Network Date ⓘ 17/4/2023, 9:07 am
Network Tier Escalation Email ⓘ stephanos.dimopoulos@startrack.com.au		



# MyNetwork

## Information Guide



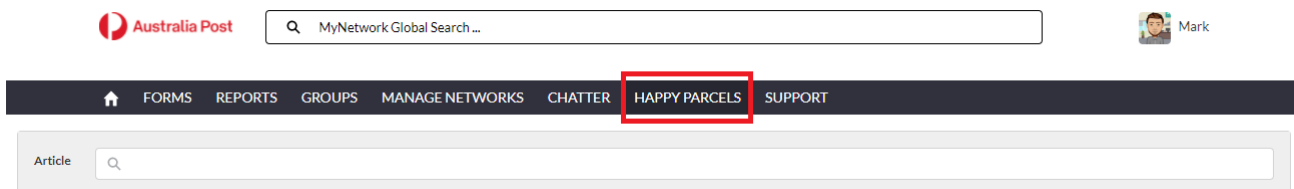
### 4.6b Happy Parcels

Happy Parcels is a dashboard which tracks the journey of a parcel in real-time.



On the network response screen, all dashboard components associated with an article on the case are made available and can be expanded or collapsed by clicking on:

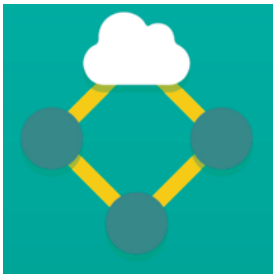
#### > Happy Parcels

To retrieve similar information for any article, click Happy Parcels on the menu bar, enter the article number and search – as below.



### Dashboard Components Explained

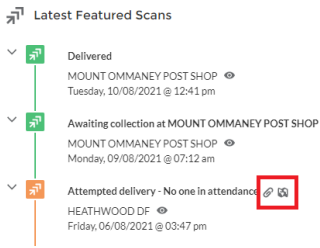
Component	Description
Status Bar	<p>The latest article status will be highlighted in <b>green</b>. E.g. Delivered article</p>  <p><b>Tip:</b> hover your mouse over any completed status to see when it happened.</p>
EDD Summary	<p>The emoji you see depends on the status of the parcel and to the right shows the service used. E.g. Overdue Express Post parcel</p> 
Estimated Delivery Dates (EDD)	<p>The SAP EM date is the EDD the customer would have been notified of when their item was first sent.</p> <p>The Happy Parcels EDD is dynamic and uses machine learning to better predict the date and item will be delivered.</p>
Sender Details / Addressee Details	Sender and Addressee details on the manifest.



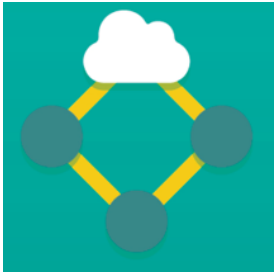
# MyNetwork

## Information Guide



Latest Featured Scans	<p>The three most recent “featured” scans.</p> <p><b>Tip:</b> If an image is captured against one of these scans, click on the paperclip icon next to the scan event to view the image.</p> <p><b>Tip:</b> Click the map icon to open Google Maps to see the location of the scan.</p> 
Article Details	Applicable features for an article will be shown here. E.g. if an article does not have Extra Cover, this information is not included.
Looping	Gives an immediate visual indication of whether an article is looping between facilities.
Missorts / Unusual Location	Identifies if a parcel has been missorted or is taking a different route from normal.
Distance	<p>Provides an indication of whether the GPS recorded at the time of delivery matches the manifest address.</p> <p><b>Tip:</b> Click on ‘View in Maps’ to see Google Street View of the delivery location</p>
Manifest Assessment	Identifies if a merchant is prone to early or late manifesting.
In-transit Redirection / Merchant Recall	Identifies if a parcel has been redirected and from where.
Safe Drop	Information about the Safe Drop status of an article. If an article has already been Safe Dropped, the image will be available to view.
Signature on Delivery	If a signature was captured on the delivery, it will appear here.
Event Messages	Full list of event scans and can be sorted by clicking on column headers.





# MyNetwork

## Information Guide



### 4.7a Customer Contact Centre (CCC) Comments that relate to Australia Post articles

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

Customer Contact Centre Comments

Case Description

Network Response

Network Comments

Quality of the case

--None--

Still Under Investigation

☐

Reassign Network

Save Update

### 4.7b Customer Contact Centre (CCC) Comments Cases that relate to StartTrack articles

Comments provided by the CCC display in a 'feed' format, to the left of the network response section.

Sort by:

Most Recent Activity

Search this feed...

▼

🔄

Mark Proud 2023 (MyNetwork) to Australian Postal Corporation Only

Just now

Hi StarTrack CCC, we have located the parcel and it will be out for delivery today to the customer.

👍 Like

💬 Comment

Mark Proud 2023 (MyNetwork) to Australian Postal Corporation Only

20h ago

TFR to bunbury DC

👍 Like

💬 Comment

Mark Proud 2023 (MyNetwork) updated this record.

20h ago

Network

COFFS HARBOUR DC to BUNBURY DC

👍 Like

💬 Comment

Mark Proud to Australian Postal Corporation Only

18 April 2023 at 12:09 pm

STCCC replying back to Coffs Harbour DC

👍 Like

💬 Comment

Network Response

Network Response

Quality Of The Case

--None--

Still Under Investigation

☐

Require More Information

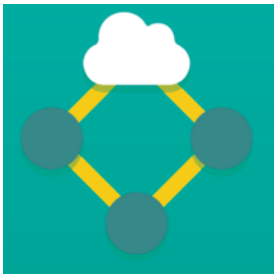
☐

\* Network

BUNBURY DC

Poster Notes

Save Update



# MyNetwork

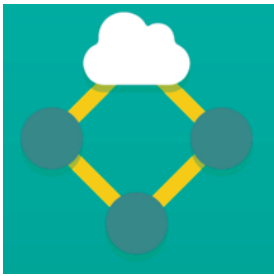
## Information Guide



### 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.



# MyNetwork

## Information Guide



### 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. This option is preferred to assist the CCC in handling the next steps.

**Network Response**

Network Comments |

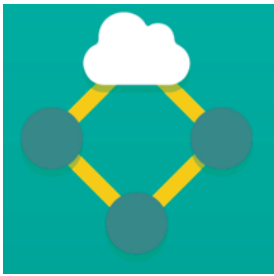
**Acknowledge**      **Acknowledge and Respond**

**Note:** StarTrack Case Investigations will display as **Updated** in the case list if the main case is 'Closed', prior to you providing a network reply on the Case Investigation.

 Network Response

Network Response

**Acknowledge**



# MyNetwork

## Information Guide



### 4.9b Network Response (Disputed Delivery Scan)

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.

The screenshot shows the 'Network Response' form with the following fields and values:

- Address Type: Residential (dropdown)
- Delivery officer knowledge: Recalls - safe dropped (dropdown)
- Delivery Information: Letterbox (dropdown)
- Network Comments: Delivered to letterbox on the property. (text area)
- Quality of the case: Excellent (dropdown)
- Still Under Investigation: ☐
- Reassign Network: (text input with search icon)

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.**

The screenshot shows an email preview with the following content:

*NOTE: Email in below format will be sent to Customer*

To: mark.proud@auspost.com.au

Australia Post

Help & Support

Reference 18199459

Update for Investigation - 18199459

Hi Mark

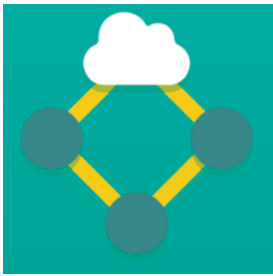
Re: Article

We have an update on the delivery of your eParcel- Regular item.

I have met with the driver responsible for the delivery of this item, and after reviewing route and tracking information, they re

[Change Selections](#) [Send Email and Update Response](#)

**Note:** Automated customer emails are **not** generated for StarTrack articles scanned at AusPost facilities.



# MyNetwork

## Information Guide



### 4.10 Still Under Investigation (SUI check-box)

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 AusPost 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!

**Lookup**

melbourne gpo

Search ☒ Name ☐ All Fields

[< Clear Search Results](#)

**Search Results**

**Network [1]**

Network Name	Comment	Record Type	Contact Method
MELBOURNE GPO POST SHOP	For all PO Box enquiries, contact the Melb GPO Private Box Centre (WCID: 352794)	Retail	MyNetwork

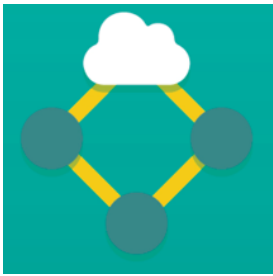
**Note:** Case Investigations for StarTrack articles can be re-assigned to another facility by updating the 'Network' field within the Network Response section. (Limited to MyNetwork facilities)

\* Network ⓘ

Oakleigh South PDC

Show All Results for "Oakleigh South PDC"

OAKLEIGH SOUTH PDC  
Delivery



# MyNetwork

## Information Guide



### 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.

Case Print

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

### 4.15 Bulk printing cases from the Case List

It is possible to print a case or multiple cases from the case list.

To do so, check the case(s) you need to print, then click the Print button located to the top right of the case list. This will open a new tab on your browser and group all selected cases into a PDF document ready for printing.

Assign to User

Assign to self

Print

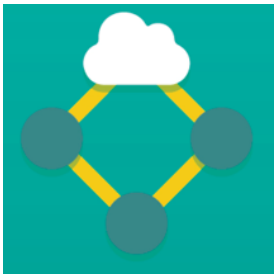
Filtered Cases : 49 of 49

Search the case list

Records per page: 100 Page: 1 of 1

	Case Number	Printed	Details	Escalation	Priority	Sent to network ...	Reference Id	Customer T...	Enquiry Subtype	Addressee Addr...	Addressee ...	Network Name
<input type="checkbox"/>	<a href="#">28927213</a>	Yes	NEW		High	29 May 20, 13:13	VSZD3FHZ223CT0YB	Consumer	Delayed delivery	Addressee Line 6		TEST(MyNetwork)
<input checked="" type="checkbox"/>	<a href="#">28927220</a>	No	NEW		High	29 May 20, 13:21	4SMK02K7E9LTOHEZ	Consumer	Delivery request	Addressee Line 30		TEST(MyNetwork)
<input type="checkbox"/>	<a href="#">28927251</a>	No	NEW		High	29 May 20, 13:22	HMWHL6XBF4EIRKKI	Consumer	Unauthorised MRS application	Addressee Line 30		TEST(MyNetwork)
<input type="checkbox"/>	<a href="#">28927252</a>	Yes	NEW		High	29 May 20, 14:07	KR6EWMF69L64MP5W	Consumer	Product support	Addressee Line 46		TEST(MyNetwork)
<input type="checkbox"/>	<a href="#">28927255</a>	Yes	NEW		High	29 May 20, 14:10	O6TJ47DE5FLV8XH5	Consumer	Disputed delivery scan	Addressee Line 24		TEST(MyNetwork)
<input type="checkbox"/>	<a href="#">28927061</a>	Yes	NEW	▲	High	29 May 20, 14:56	G99LECJEGGAG7QKA	Consumer	Product support	Addressee Line 46		TEST(MyNetwork)
<input checked="" type="checkbox"/>	<a href="#">28927185</a>	No	NEW		High	29 May 20, 15:03	XWQ6JBTJGN5GLIQC	Consumer	Delayed delivery	Addressee Line 6		TEST(MyNetwork)
<input type="checkbox"/>	<a href="#">28927187</a>	No	NEW		High	29 May 20, 15:05	HMWHL6XBF4EIRKKI	Consumer	Redirection Failure	Addressee Line 30		TEST(MyNetwork)
<input type="checkbox"/>	<a href="#">28927188</a>	Yes	NEW		High	29 May 20, 15:06	KR6EWMF69L64MP5W	Consumer	Incorrect or missing order	Addressee Line 46		TEST(MyNetwork)
<input checked="" type="checkbox"/>	<a href="#">28927190</a>	No	NEW	▲	High	29 May 20, 15:12	VHS1T4I922LFQVHG	Consumer	Disputed delivery scan	Addressee Line 9		TEST(MyNetwork)
<input checked="" type="checkbox"/>	<a href="#">28927191</a>	No	NEW		High	29 May 20, 15:13	O6TJ47DE5FLV8XH5	Consumer	Disputed delivery scan	Addressee Line 24		TEST(MyNetwork)
<input checked="" type="checkbox"/>	<a href="#">28927194</a>	No	NEW		High	29 May 20, 15:17	P10BJC402FW50O5D	Consumer	Staff Compliment	Addressee Line 36		TEST(MyNetwork)

**Please note:** A maximum of 30 cases can be printed at the same time.



# MyNetwork

## Information Guide



**Tip:** To display all cases in your case list that have not yet been printed, make use of the 'Case Search Filters' (I.e. select Printed = No, then click Search)

**Tip:** Checking the box to the left of the Case Number header will select all cases in the case list.

☒ Case Number ▾

### 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 not 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) checkbox 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

**Note:** Poster Notes for StarTrack Case Investigations can be entered in the Poster Notes section, as shown below.

Network Response

Network Response

Quality Of The Case ⓘ

--None--

Still Under Investigation ⓘ

☐

Require More Information ⓘ

☐

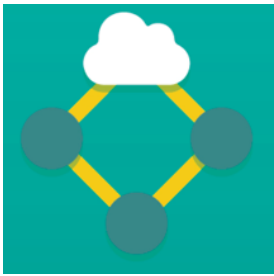
\* Network ⓘ

COFFS HARBOUR DC

Poster Notes ⓘ

I'll look into this one after lunch - Mark

Save Update



# MyNetwork

## Information Guide



### 4.17a Event Messages – SAP Event Management (SAP EM)

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

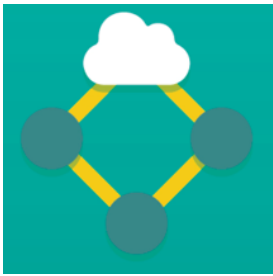
Status	Event Description	Actual Time	Event Location	Planned Time	Planned Location	Comment	Signatory Name	Event Source	Sender ID	Event Type
✓	Subscribed to tracking notifications	8 Nov 2019, 10:29:04...							eParcel	CE-EN01
✓	Leave in a safe place requested (Established Receiver preference)	8 Nov 2019, 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

### 4.17b Event Messages – Article Processing Scans/Sortation (NIMS)

Sorting event scans captured across our processing centres' sorting machines that use a variety of fixed and mobile scanning devices are now visible within MyNetwork.

These scan events will only appear when data from NIMS is available and is displayed below the Event Messages on the case details page.





# MyNetwork

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EVENT MESSAGES RELATED LISTS

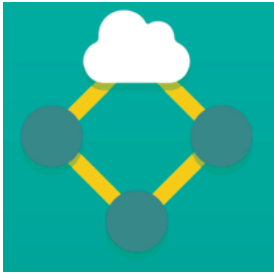
GPS Pin Drop

Event Details

Status	Event Description	Actual Time	Event Location	Planned Time	Planned Location	Driver Contract No.	Round No.	Geolocation	Comment	Signatory Name	Event Source	Sender ID	Event Type
✓	Delivered with signature from A UTO	Jun 3, 20, 18:46	STARTRACK ALBURY		STARTRACK ALBURY	N01625	202155_LPALB4A	<a href="#">Click To View Map</a>		A UTO		MOBILESTAR	DO-ER13
✓	Track extract requested	Jun 3, 20, 16:12										SF	CE-TR03
✓	Enquiry received from Receiver and/or Sender	Jun 3, 20, 16:12	CUSTOMER CONTACT CENTRE - VIC		CUSTOMER CONTACT CENTRE - VIC							SF	ADMIN-ER44
✓	Notification: Your delivery is unlikely to arrive today	Jun 3, 20, 11:01	PERFORMANCE & RECOGNITION		PERFORMANCE & RECOGNITION								DBN_APOL
✓	Attempted delivery - Item damaged	Jun 3, 20, 10:41	PRESTON DC		PRESTON DC		1040					MOBILESTAR	DO-ER7
✓	Manifest accepted by Australia Post	Jun 2, 20, 16:53	MPF BULK LETTERS "CLOSED"		MPF BULK LETTERS "CLOSED"							eParcel	ADMIN-ER40
✓	Leave in a safe place request cancelled by receiver	Jun 2, 20, 16:37										MYDEL	CE-SR03
✓	Redirection request	Jun 2, 20, 16:37										MYDEL	CE-SR02
✓	Notification: Your delivery is coming tomorrow	Jun 2, 20, 16:31	PERFORMANCE & RECOGNITION		PERFORMANCE & RECOGNITION								DBN
✓	Processed at sortation facility	Jun 2, 20, 16:29	MELBOURNE PARCEL FACILITY		MELBOURNE PARCEL FACILITY							LPSM2	NSS-ER42
✓	Leave in a safe place requested (Established Receiver preference)	Jun 2, 20, 16:23										EMRLS	CE-SR05
✓	Manifest received from Sender	Jun 2, 20, 16:23	MPF BULK LETTERS "CLOSED"		MPF BULK LETTERS "CLOSED"							eParcel	ADMIN-ER39
✓	Subscribed to tracking notifications	Jun 2, 20, 16:22										EMRLS	CE-EN01
✓	Lodged by Sender (Inferred scan event)	Jun 2, 20, 15:59	MELBOURNE PARCEL FACILITY		MELBOURNE PARCEL FACILITY							EEMID	AFC-ER64

Sorting Details

Event Type	Actual Time	Component ID	Component Name	Component ID - Routing Outlet	Component Name - Routing Outlet	Component ID - Actual Destination	Component Name - Actual Destination	Output Status	Output Reas
NSS-ER42	Jun 2, 20, 16:29	812_LPSM2-20.20.01	S2 - Singulation 3-4 - Weigh Scale						



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### 4.17c Geo Precision and Outside Delivery Radius

#### Geo-Precision

How correct the GPS co-ordinates are (measured in metres).

E.g. a value of 20m means we can draw a circle around the pinpoint that is 20 metres wide and we can confirm that the scanner is within this circle.

#### Outside Delivery Radius

If the Geo-Precision is less than 100m, a check will then be done on whether the driver was within the delivery radius.

**Note:** the acceptable Delivery Radius is set to 100m.

E.g. If the Geo-precision is less than 100m and the GPS location of the scanner is more than 100m away from the manifested article address, it will display “Yes” in MyNetwork, meaning the driver received a scanner alert asking them to check they’re at the correct delivery address.

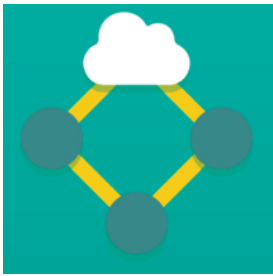
The data for Geo-Precision and Outside Delivery Radius is available via EVENT MESSAGES > Event Details – as below.

[EVENT MESSAGES](#) [RELATED LISTS](#)

Map Directions ⓘ GPS Pin Drop

▼ Event Details

act No.	Round No.	Geolocation	Device User	Comment	Signatory Name	Event Source	Sender ID	Event Type	Container ID	Outside Delivery Radius	Geo Precision (metres)
---------	-----------	-------------	-------------	---------	----------------	--------------	-----------	------------	--------------	-------------------------	------------------------



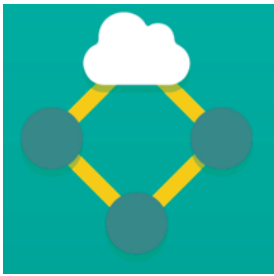
# MyNetwork

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Below is a brief description of each column header in the Sorting Details (NIMS)

Sorting Details – Column header	Description
Event Type	Type of event
Actual Time	Date time of event when it happened
Component ID	Unique ID of the machine component where the event occurred
Component Name	Name of the Machine Component
Component ID - Routing Outlet	Logical outlet ID of the machine based on the detected DPID/postcode details on the parcel
Component Name - Routing Outlet	Logical outlet name of the machine based on the detected DPID/postcode details on the parcel
Component ID - Actual Destination	Actual outlet ID of the machine in which the article was sorted to
Component Name - Actual Destination	Actual outlet name of the machine in which the article was sorted to
Output Status	The status of the output from the machine
Output Reason	The reason for the sort decision
Routing Result Source	Categorisation of the routing data source
OCR/VCS - DPID	Identifies the delivery point for the unique article
OCR/VCS - Postcode	Identifies the delivery postcode for the unique article
Default - Article DWS Height	Default height of the article [mm]. Assigned when the height of the article is less the lower limit
Actual - Article DWS Height	Actual height of the article detected when being processed through the machine
Default - Article DWS Length	Default width of the article [mm]. Assigned when the width of the article is less the lower limit
Actual - Article DWS Length	Actual width of the article detected when being processed through the machine
Default - Article DWS Width	Default width of the article [mm]. Assigned when the width of the article is less the lower limit
Actual - Article DWS Width	Actual width of the article detected when being processed through the machine
Default - Article DWS Weight	The weight of the article in grams
Actual - Article DWS Weight	Actual weight of the article detected when being processed through the machine
Container ID	Unique identifier the sorter applies to the container currently attached to the outlet
VISA Label - Line 1	Destination Line 1 Text
VISA Label - Line 2	Destination Line 2 Text



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### 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)

**Note:** The above does not apply to StarTrack Case Investigations.

### 4.19 Existing Network Responses

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



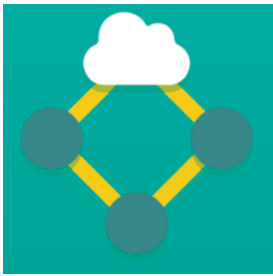
To view previous network responses, click on **RELATED LISTS**.

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

EVENT MESSAGES			
<b>RELATED LISTS</b>			
Network Responses (Related Case) (3)			
Still Under Investigation	Network Comments	Delivery officer knowledge	Created By
<input type="checkbox"/>	test 3		Mark Proud (MyNetwork)
<input checked="" type="checkbox"/>	test 2		Mark Proud (MyNetwork)
<input checked="" type="checkbox"/>	test		Sandeep Ramineni
View All			

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

**Note:** The above does not apply to StarTrack Case Investigations, as any previous network responses can be seen within the feed (to the left of the Network Response section).



# MyNetwork

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### 4.20 Attachments

Case attachments can be 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'

EVENT MESSAGES **RELATED LISTS**

Network Responses (Related Case) (2)

Still Under Investigation	Network Comments	Delivery officer knowledge	Created By
<input checked="" type="checkbox"/>	test 2		Mark Proud (MyNetwork)
<input checked="" type="checkbox"/>	test		Sandeep Ramineni

View All

Case History (3)

Date	Field	User	Original Value	New Value
26/03/2020 9:14 am	Priority	Arjun Singh	Normal	Medium
5/03/2020 2:37 pm	Case Owner	Arjun Singh	Arjun Singh	SSSW Network Queue
5/03/2020 2:34 pm	Created.	Arjun Singh		

View All

Case Comments (0) [New](#)

**Attachments (1)** [Upload Files](#)

Michigan J Frog  
08/04/2020 • 102KB • png

View All

**Note:** The above does not apply to StarTrack Case Investigations, as any attachments will appear in the feed (to the left of the Network Response section).

### 4.21 Uploading an attachment

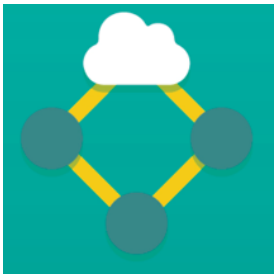
To upload an attachment to a case, open the Case Details page, click on RELATED LISTS, scroll down to 'Attachments' and click on 'Upload File'. This will allow you to attach a file to the case from your computer.

Attachments (0) [Upload Files](#)

[Upload Files](#)  
Or drop files

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

**Note:** If you need to upload an attachment for a StarTrack Case Investigation, you need to 'Global Search' the main Case Number, and then scroll down to the 'Attachments' section to upload your file.



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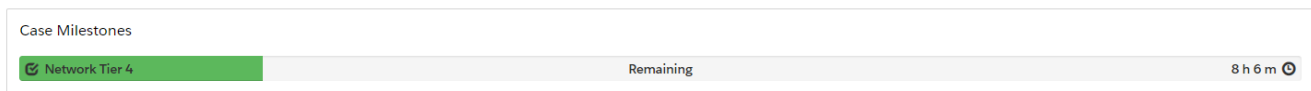


### 4.22 Case Milestones

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)

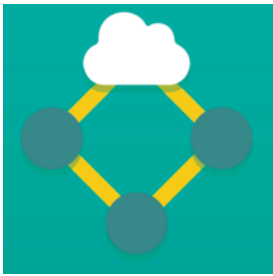
The below example shows a case that has already escalated to tier 1, 2 and 3 escalation points and if not responded to within 8 hrs and 6 mins, will trigger and email to the fourth point of escalation listed against the facility.



**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.

**Note:** StarTrack Case Investigations have a maximum of two points of escalation.



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### 4.23 Geolocations and Google Maps

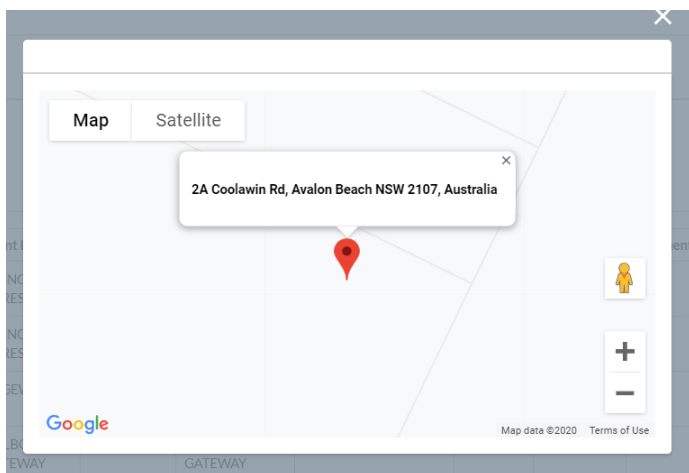
A geolocation is the geographical location of a scan event.

This information is available in MyNetwork within the Event Messages on the case details page and will only display if the data has been captured within SAP EM.


To view a geolocation via Google maps, click on the hyperlink '**Click to view map**'.

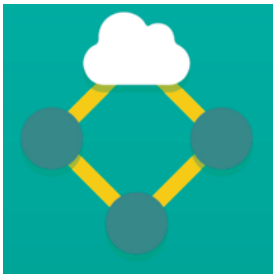
EVENT MESSAGES RELATED LISTS													
GPS Pin Drop													
Event Details													
Status	Event Description	Actual Time	Event Location	Planned time	Planned Location	Driver Contract number	Round No	GeoLocation	Comment	Signatory Name	Event Source	Sender ID	Event Type
✓	Delivered - Left in a safe place	Apr 28, 20, 12:24	FRENCHS FOREST PDC		BROOKVALE PDC	N22107		<a href="#">Click to view map</a>				MOBILESTAR	DD-ER38
✓	Remove Item from container	Apr 28, 20, 12:24	FRENCHS FOREST PDC		BROOKVALE PDC							EMRLS	ZPT_REMOVE_A
✓	Added to Scan List	Apr 28, 20, 06:26	EDGEWORTH DC		EDGEWORTH DC		1030	<a href="#">Click to view map</a>				MOBILESTAR	AFP-ER100
✓	Virtual and Physical container IDs linked	Mar 24, 20, 06:50	MELBOURNE GATEWAY FACILITY		MELBOURNE GATEWAY FACILITY							MPS	NSS-ER01
✓	Processed at sortation facility	Feb 26, 20, 24:55	MELBOURNE GATEWAY FACILITY		MELBOURNE GATEWAY FACILITY							MPS	NSS-ER42

Google Maps provides the ability to zoom in/out and down to street view.



**Tip:** Click on the 'pin' and the address will display (as shown above)

**Tip:** Drag and the drop the '*person*' icon to navigate to street view 



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### 4.24 GPS Pin Drop

Cases that have both an 'Addressee address' captured on the case and a 'Delivered' scan within the Event Messages will display a 'GPS Pin Drop' button on screen.

This button is located to the top right of the event messages (as shown below).

**EVENT MESSAGES** RELATED LISTS

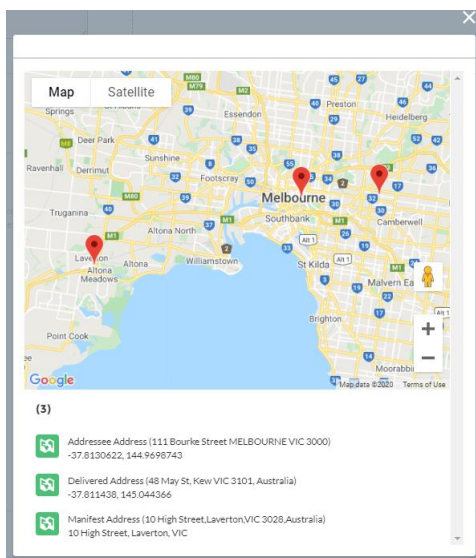
GPS Pin Drop

Event Details

Status	Event Description	Actual Time	Event Location	Planned time	Planned Location	Driver Contract number	Round No.	GeoLocation	Comment	Signatory Name	Event Source	Sender ID	Event Type
✓	Delivered - Left in a safe place	Apr 28, 20, 12:24	FRENCHS FOREST PDC		BROOKVALE PDC	N22107		<a href="#">Click to view map</a>				MOBILESTAR	DD-ER38
✓	Remove Item from container	Apr 28, 20, 12:24	FRENCHS FOREST PDC		BROOKVALE PDC							EMRLS	ZPT_REMOVE_A
✓	Added to Scan List	Apr 28, 20, 06:26	EDGEWORTH DC		EDGEWORTH DC		1030	<a href="#">Click to view map</a>				MOBILESTAR	AFP-ER100
✓	Virtual and Physical container IDs linked	Mar 24, 20, 06:50	MELBOURNE GATEWAY FACILITY		MELBOURNE GATEWAY FACILITY							MPS	NSS-ER01
✓	Processed at sortation facility	Feb 26, 20, 24:55	MELBOURNE GATEWAY FACILITY		MELBOURNE GATEWAY FACILITY							MPS	NSS-ER42

Clicking on 'GPS Pin Drop' will open Google Maps and allow the user to compare the below addresses

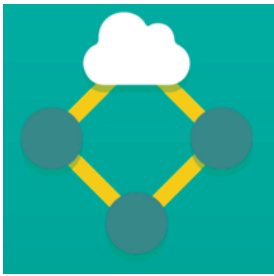
- Addressee address (I.e. the address captured on case)
- Delivered address (I.e. the geo-location at the time of the 'delivered' scan)
- Manifested address (when available, I.e. if a parcel has been manifested)



**Tip:** Click the + and – buttons or use your mouse wheel to zoom in/out on the map

**Tip:** Click on the 'pin' will display the address on the map





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## 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**

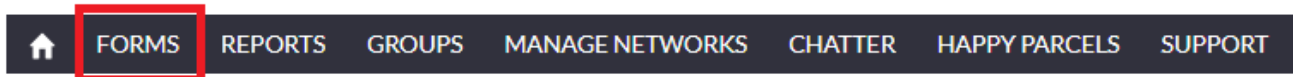
Delivery users will have access to a single form

- **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.

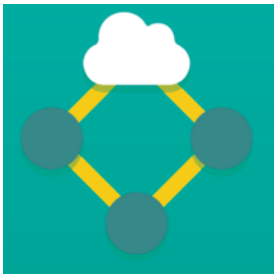
**Note (eParcel damage users):** If your facility is not listed under “Select your facility” please have your line manager update your MyNetwork access.

#### 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**



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### 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.

\* Amount compensated for contents (\$)

\$120.00

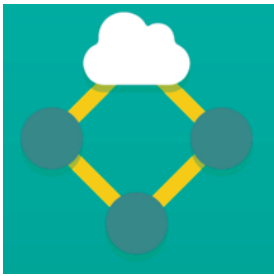
As total exceeds \$100, click 'No' to send to CCC for review

\* Amount refunded for postage (\$)

\$60.00

As total exceeds \$50, click 'No' to send to CCC for review

- 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.



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### 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 v you can press Update Form which will complete any known address fields.

A screenshot of a form field labeled 'Tracking number' with an information icon. The input field contains the text 'JDQ021778901000910903'. To the right of the input field is a magnifying glass icon in a square box, and further right is a red button labeled 'Update Form'.

#### 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.

A screenshot of a form field labeled 'Customer lookup'. The input field contains the email address 'mynetworksupport@auspost.com.au'. Below the input field, a search result is displayed: a purple icon of two people, followed by the text 'John Smith (Consumer)' and 'John Smith · 0411123456 · mynetworksupport@auspost.com.au'.

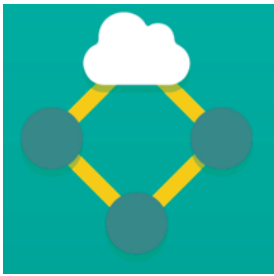
If a customer record is matched, you will need to click on the match to complete the customer section of the form. If there is no match, complete the fields as required.

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.

A screenshot of a form field labeled '\* Customer address' with an information icon. The input field contains the text '111 Bourke Street Melb'. Below the input field, a search result is displayed: a green location pin icon, followed by the text '111 Bourke Street, MELBOURNE VIC 3000'.



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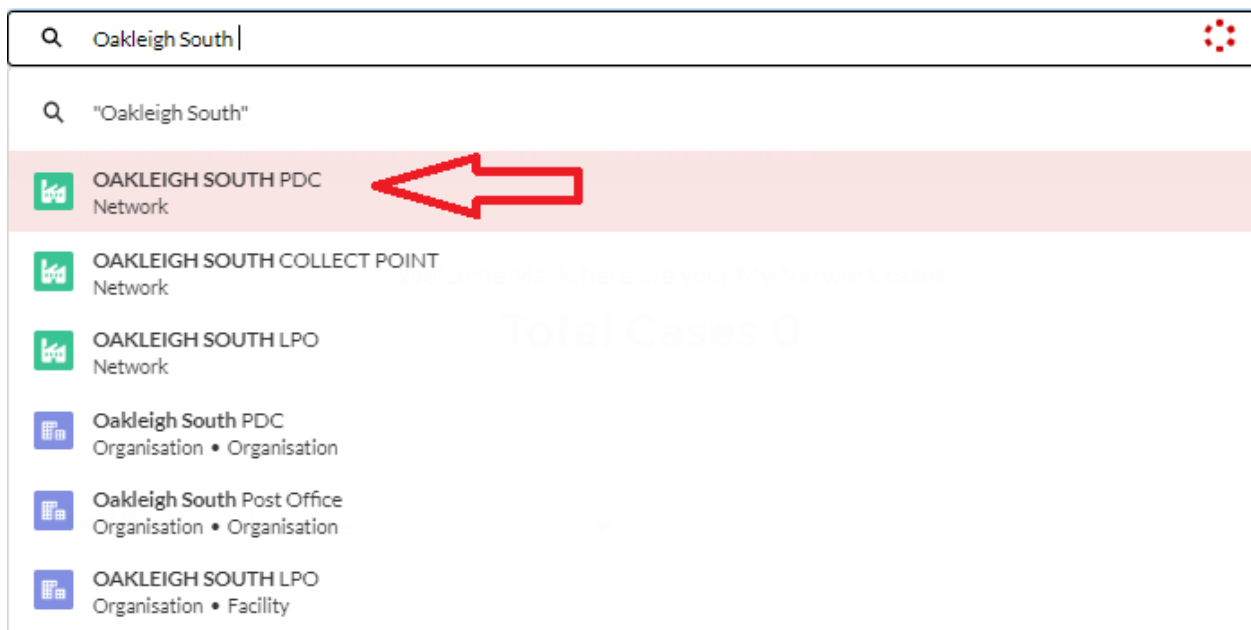
## 6 Managing Networks (Super User)

### 6.1 Viewing network details and managing team member access

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

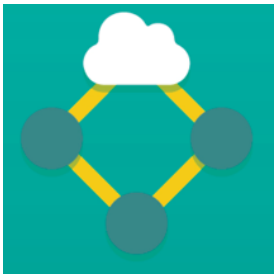
To look up a Network, enter the name into the Global Search at the top of the screen and click on the suggested options (for this example we will use Oakleigh South PDC).

**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'



# MyNetwork

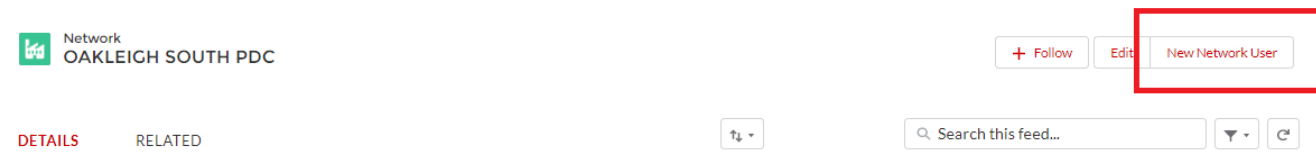
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There are two tabs on the chosen Network screen (as seen below):

**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 access request

This can be done:

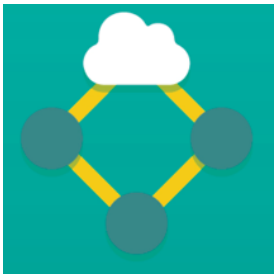
Online via MyIT by completing the [MyNetwork Access](#) request form.

OR.... by phoning the IT National Service on **132 131**

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

<input type="checkbox"/> Existing User	Is User Active	
18 <input type="checkbox"/> Mark Proud (MyNetwork)	<input checked="" type="checkbox"/>	<div>▼ Edit Delete</div>
19 <input type="checkbox"/> Test A	<input checked="" type="checkbox"/>	
20 <input type="checkbox"/> Gunith Devasurendra	<input type="checkbox"/>	
21 <input type="checkbox"/> Standard MyNetwork User	<input checked="" type="checkbox"/>	

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



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### 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 team member 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.

**Network Escalations**

Email 1  
John.Smith@auspost.com.au

Email 2  
Peter.Johnson@auspost.com.au

Email 3  
Barry.Crocker@auspost.com.au

Email 4

Email 5

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).

Network  
OAKLEIGH SOUTH PDC

+ Follow

Edit

New Network User

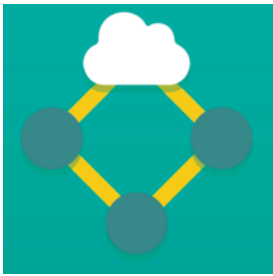
DETAILS

RELATED

Search this feed...

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!



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## 7 Reports

### 7.1 Reporting functions

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

### 7.2 Case reports

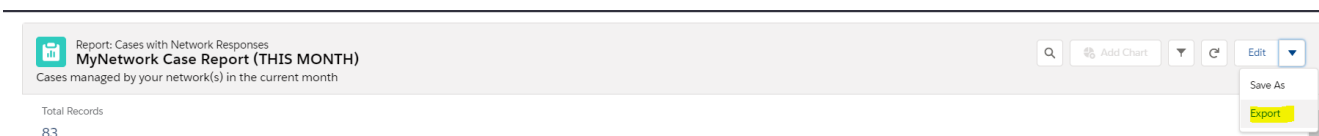
MyNetwork allows for case reporting on facilities you have been assigned to. The data in the report includes responses from the network and can be exported into Excel for easy management.

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.



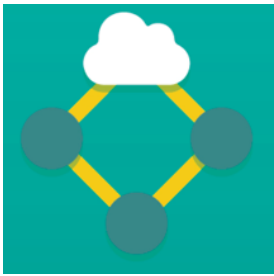
When the report is displayed on screen, press the triangle and select **Export**.



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



**Please note:** Several other reports that relate to the deliveries network are housed in the **Deliveries MyNetwork Reports** folder and can be access via the 'Reports' tab.



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### 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 team members 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.

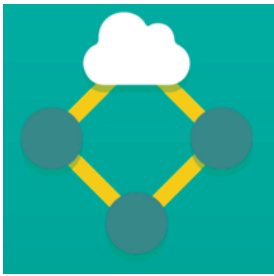
**Tip:** As you start typing the report name, you will see it appear as an option to select. There is no need to click search.

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**.





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## 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:

The screenshot shows the MyNetwork user profile page for Mark Proud. At the top, there is an Australia Post logo and a search bar. Below the search bar is a navigation menu with links: HOME, FORMS, REPORTS, GROUPS, MANAGE NETWORKS, CHATTER, and SUPPORT. On the right side of the navigation menu, there is a user profile dropdown menu with options: Home, My Profile (highlighted), and Logout. The main content area displays the user's profile information, including a profile picture of a kangaroo, name, title, manager, company name, about me, nickname, email, phone, mobile, fax, and address. There is an 'Edit' button next to the profile picture.

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)

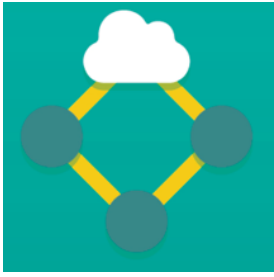
As a MyNetwork User, delivery users are assigned to a community group which is used by the MyNetwork Support team as a communication channel to provide important updates and information.



Types of communications used:

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

**Note:** Updates can be viewed within the CHATTER tab.



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## 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](mailto: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](mailto:CCCQualityTeam@auspost.com.au)