



# eParcel New Consignment Import Guide

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# 1 Introduction

## 1.1 The purpose of this Document

This document provides the Merchant with the required information to enable them to create a Consignment file using their own database or spreadsheet and import this file into the eParcel system.

Also contained within this document is the CSV (comma separated values) file specification in detailed table format including descriptions of fields required, and a sample import file.

## 1.2 Intended Audience

This document is intended for:

- Australia Post customers (Merchant), and
- Australia Post representatives supporting their customers.

## 1.3 Assumed Knowledge

The following concepts are assumed knowledge for reading this document:

- CSV (Comma separated values) file formats, and
- eParcel Merchant Interface.

## 1.4 Help Contact Details

If you have enquires about your account charges please contact your Account Manager. Alternatively, you can contact the Australia Post National IT Service Desk on 1800 287 457 to log a request for your State eParcel Consultant to contact you. Please explain to the agent the nature of your call (i.e. eParcel Integration) and your details will be forwarded to the appropriate person so that they may contact you.

## 2 eParcel Import Consignment File Procedure

The eParcel system allows a Merchant to import consignment files that have been generated from their own system. The following outlines how a Merchant user imports the file into eParcel in order to generate a manifest.

### 2.1 Import Consignment

#### “System Configuration Check”

There are two formats (new and older) this guide applies to the new format only.

For all new users the new format should be automatically selected, this can be confirmed by selecting Administration then Merchant Location Details.

The screenshot shows the 'Merchant Location Details' configuration page in the eParcel system. The page has a red header with the 'AUSTRALIA POST eParcel' logo and navigation links for 'Manifests', 'Returns', 'Consignments', 'Search', 'Reference Data', 'Reports', and 'Administration'. The 'Administration' menu is expanded to show 'Merchant Location Details'. The configuration options include:

- Define Reference Fields:** Two reference fields with input boxes, 'Print on label?' checkboxes (checked), and 'Include in despatch email?' checkboxes (checked).
- International Sender Customs Reference:** An empty input box.
- Define Signature Defaults:** 'Authority To Leave' tickbox defaults to 'No' (radio button selected).
- Define Email Notification Defaults:** 'Email Notification' radio button defaults to 'None' (radio button selected).
- Define Return Labels Defaults:** 'Print Return Labels with outward Label' checkbox (unchecked).
- Define Consignment CSV Import File Format:** 'CSV Import format is set to: New Consignment CSV Import File Format' (radio button selected).

At the bottom, there are 'Save' and 'Cancel' buttons.

Step	Action
1.	Select <b>Import Reference File</b> from the <i>Reference Data</i> menu. The <b>Import Reference File</b> screen is displayed: <p>The screenshot shows the 'Import Reference File' screen in the eParcel system. The page has a red header with the 'AUSTRALIA POST eParcel' logo and navigation links for 'Manifests', 'Returns', 'Consignments', 'Search', 'Reference Data', 'Reports', and 'Administration'. The 'Reference Data' menu is expanded to show 'Import Reference File'. The screen displays three radio button options: 'Import Consignee File' (selected), 'Import Consignment File', and 'Import Internal Chargeback Accounts'. Below the options is an 'Import File:' label, an input box, and a 'Browse...' button. At the bottom, there are 'Import', 'View Log File', and 'Cancel' buttons.</p>

When you go into this screen the first option has been pre-selected.

2. Select the **Import Consignment File**:

Import Reference File

Import Consignee File  Import Consignment File  Import Internal Chargeback Accounts

**Import Consignment File**

Import File:\*

Browse... Assign all Consignments to the next Manifest

Import View Log File Delete existing incorrect records Cancel

Download Template File:

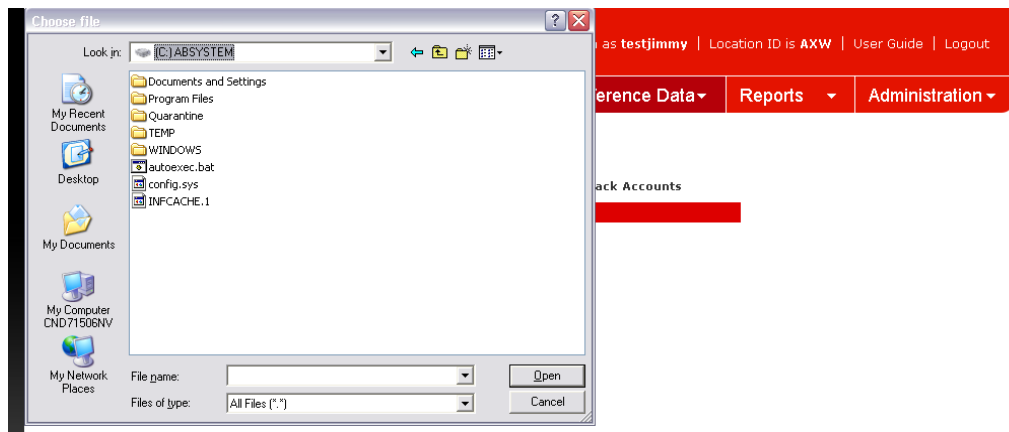
Domestic Domestic & International

The **Assign all Consignments to the next Manifest** box is ticked by default.

If you do not wish the consignments to be assigned to the next manifest, please uncheck the **Assign all Consignments to the next Manifest** check box.

You also have the ability to be able to download both a domestic and International template for your convenience. This also identifies what fields are mandatory/optional within the template (**\*Note:** To ensure a successful import the first two lines within the consignment import file must be included when importing your consignments.)

3. Click on **Browse** and select the import file:



4. Click on **Import**.

A message tells you whether the import has completed successfully or if there are any errors.


5. To view the details, click on **View Log File**.

The *View Log File* screen is displayed.

### Error Message?


If a file is not in the correct format for importing (it must be a CSV file), an error message is displayed.

## 2.2 View Log File

After you've imported data, click on  to view the details.

The *Log* displays details at the top including:

- Merchant name
- Name of the log file
- The date of import
- The imported file's location and name
- Error details (if errors are found)
  - Error line number
  - Error description
  - Possible ways to fix the error
- Summary details.


The error log will display errors ordered by line number and indicate why a line has failed the import process. Those lines that fail due to incorrect field values, such as Suburb State and Postcode, will be marked as Invalid and can be edited in the Consignments Not Despatched screen or deleted by clicking on the . Consignments that failed due to other more critical errors need to be recreated into a new csv file and imported again.

After the import, two other buttons are activated:

Click on this   
to delete all the records from this last import (previous imports will not be affected).

Click on this button   
to delete only incorrect records from this last import (previous imports will not be affected).

The option to   
is available once you have imported one or more Consignment Import files.

Click on   
if you choose to delete all incorrect records currently in the system.

The file format is outlined in the next section. If you experience problems with the file import procedure, please check to ensure the format of the file is correct and meets the requirements outlined in the following sections. If you have further difficulties, please do not hesitate to contact your eParcel State Controller as outlined in the section of Help.

## 3 Consignment Import File Format

**A point of note:** Whilst the header names cannot be changed in anyway the order in which they are presented can be moved to suit your specific needs. It also means that you can remove the columns that are not mandatory that you do not intend to use as part of the consignment import function. A sample file template can be downloaded as indicated on Page 5 of this document.

**Note:** CSV files imported into eParcel must be in Western Europe ISO-8859-1 format.

### 3.1 Consignment File Fields and Format

**NOTE:** If your data contains either commas ( , ) or quotation marks ( " ), then these characters **MUST** be removed prior to creating the CSV file.

The Consignment File consists of the following types of data lines:

- Line 1 Contains the headings required (only),
- Line 2 Indicates which fields are mandatory/optional
  - For Domestic consignments, there is a maximum of 20 articles per consignment.
  - For International consignments, there can be **ONLY** 1 Article Line per consignment.
  - **When importing your consignments the first two lines will be ignored.**

The following rules apply to constructing the csv file:

- i) If the consignment to be imported has a destination within Australia, then it must contain one Consignment Line and up to twenty Article Lines (representing 20 articles per consignment to the same address).
- ii) To add multiple articles to a consignment you only need to add the article information underneath the respective consignment, i.e. from the heading **A\_Actual\_Cubic\_Weight** (Column B1 in sample CSV file).
- iii) Boolean fields are case sensitive, only "Y" will be accepted as true with all other non-blank values treated as false.
- iv) Fields left blank must be separated by commas.
- v) Carriage return or the end of file will indicate end of line, i.e. no need to insert string of commas for optional values at the end if there is no other data – carriage return is the end of the line. Where carriage return is used (instead of trailing commas) the line will import successfully and all columns unspecified will be read as null.
- vi) There is currently a restriction on the file size of 2,000 consignments. If you import more than 2,000 consignments each day, you will need to break down your files into 2,000 consignments or less. A file with more than 2,000 consignments will fail the import process and no consignments will be imported. If you import less than 2,000 consignments but more than 2,000 articles each day, it is advisable to break down your files into 2,000 articles or less. This restriction will be lifted in a future release of the eParcel system but customers progressing integration at present will need to develop their system with the current limitation in mind.

The following sections outline the fields and format. A Microsoft Excel format of these sections has also been attached to this document.

## 3.2 Consignment Line

Spreadsheet Column	Field Description	Type / Length	Mandatory / Optional	Comments
A	Consignment Identifier (CNSGMT_ID)	Varchar(20)	N/A	Must be left blank, this will be system generated
B	Your Australia Post Account Number (POST_CHRG_TO_ACCT)	Varchar(20)	0	Use Default for Customer Location if blank.
C	Contract Charge Code (CHRG_CODE)	Varchar(10)	M	Charge codes are determined as a part of the contract setup.
The following fields relate to the consignee. There are 3 options available: 1) Use existing consignee from the address book – enter only the Consignee Code, or 2) Add new consignee to address book – Complete all relevant fields and set the “Add to Address Book” Indicator = “Y”, or 3) Modify details for an existing Consignee – enter Consignee Code, set the “Add to Address Book” Indicator = “Y” and include fields that need to be updated.				
D	Consignee Code (MERCHANT_CNSGNEE_CODE)	Varchar(20)	0	Consignee reference. See section 4.2 for further details.
E	Consignee Name (CNSGNEE_NAME)	Varchar(35)	M / 0	Mandatory if using option 2 above, otherwise optional.
F	Consignee Business Name (CNSGNEE_BUS_NAME)	Varchar(35)	0	
G	Consignee Address Line 1 (CNSGNEE_ADDR_LINE1)	Varchar(40)	M / 0	Mandatory if using option 2 above, otherwise optional.
H	Consignee Address Line 2 (CNSGNEE_ADDR_LINE2)	Varchar(40)	0	
I	Consignee Address Line 3 (CNSGNEE_ADDR_LINE3)	Varchar(40)	0	
J	Consignee Address Line 4 (CNSGNEE_ADDR_LINE4)	Varchar(40)	0	
K	Consignee Suburb (CNSGNEE_SUBURB)	Varchar(50)	M / 0	Mandatory if Australia and using option 2 above, otherwise optional. See <a href="http://auspost.com.au/products-and-services/download-postcode-data.html">http://auspost.com.au/products-and-services/download-postcode-data.html</a> for valid combination of suburb, state and postcode.
L	Consignee State (CNSGNEE_STATE_CODE)	Varchar(10)	M / 0	Mandatory if Australia and using option 2 above with the following valid values: QLD, NSW, VIC, SA, WA, NT, TAS and ACT, otherwise optional.
M	Consignee Post Code (CNSGNEE_PCODE)	Varchar(5)	M / 0	Mandatory if Australia and using option 2 above, and must be 4 digits and include leading zero for Northern Territory, otherwise optional.
N	Consignee Country (CNSGNEE_CNTRY_CODE)	Varchar(30)	M	Refer Appendix A for a list of valid codes.
O	Consignee Phone Number (CNSGNEE_PHONE_NBR)	Varchar(20)	M / 0	Mandatory for International consignments. Mandatory for Delivery Choice Options, and Extra Large Lodgements.
P	Print Phone Number on Label? (IS_PHONE_PRNT_REQD)	Char(1)	M / 0	Mandatory if options in column P are used Default to “N” if blank.
Q	Consignee Fax Number (CNSGNEE_FAX_NBR)	Varchar(20)	0	
End of Consignee Address				

Spreadsheet Column	Field Description	Type / Length	Mandatory / Optional	Comments
R	Delivery Instruction (DELIVY_INSTRN)	Varchar(128)	0	Default to "If premises unattended, leave in a secure location out of weather" if left blank and signature is NOT required. Do not use commas in delivery instructions as it will fail to import.
S	Is a signature required? (IS_SIGNTR_REQD)	Char(1)	M	Y or N. N implies signature NOT required, i.e. authority to leave.
T	Is this a part delivery? (IS_PART_DELIVY)	Char(1)	0	Default to "N" if blank.
U	Comments (CMNTS)	Varchar(256)	0	
V	Add Consignee to the address book? (ADD_TO_ADDRESS_BOOK)	Char(1)	0	See section 4.2 for further details.
W	Cash to Collect Amount (CTC_AMT)	Number(12.2)	0	Only available if you have a contract for this service.
X	Reference (REF)	Varchar(50)	0	
Y	Print Reference of Label? (IS_REF_PRINT_REQD)	Char(1)	0	Default to "N" if blank.
Z	Second Reference (REF2)	Varchar(50)	0	
AA	Print Second Reference on Label? (IS_REF2_PRINT_REQD)	Char(1)	0	Default to "N" if blank.
AB	Chargeback Account (CHRGBCK_ACCT)	Varchar(20)	0	
AC	Is this a recurring Consignment? (IS_RECURREG_CNSGMT)	Char(1)	0	Default to "N" if blank. If "Y", recurring consignment will be created.
<b>Return Address (default for Location used if omitted)</b>				
AD	Return – Name (RTN_NAME)	Varchar(35)	0	Use Default for Customer Location if blank.
AE	Return – Address 1 (RTN_ADDR_LINE1)	Varchar(40)	0	Use Default for Customer Location if blank.
AF	Return – Address 2 (RTN_ADDR_LINE2)	Varchar(40)	0	Use Default for Customer Location if blank.
AG	Return – Address 3 (RTN_ADDR_LINE3)	Varchar(40)	0	Use Default for Customer Location if blank.
AH	Return – Address 4 (RTN_ADDR_LINE4)	Varchar(40)	0	Use Default for Customer Location if blank.
AI	Return – Suburb (RTN_SUBURB)	Varchar(50)	0	Use Default for Customer Location if blank.
AJ	Return – State (RTN_STATE)	Varchar(10)	0	Use Default for Customer Location if blank.
AK	Return – Postcode (RTN_PCODE)	Varchar(5)	0	Use Default for Customer Location if blank.
AL	Return – Country Code (RTN_CNTRY_CODE)	Varchar(30)	0	Use Default for Customer Location if blank.
AM	Redirection – Company Name (REDIR_CO_NAME)	Varchar(35)	0	Use Default for Customer Location if blank.
AN	Redirection – Name (REDIR_NAME)	Varchar(35)	0	Use Default for Customer Location if blank.
AO	Redirection – Address 1 (REDIR_ADDR_LINE1)	Varchar(40)	0	Use Default for Customer Location if blank.
AP	Redirection – Address 2 (REDIR_ADDR_LINE2)	Varchar(40)	0	Use Default for Customer Location if blank.

AQ	Redirection – Address 3 (REDIR_ADDR_LINE3)	Varchar(40)	0	Use Default for Customer Location if blank.
AR	Redirection – Address 4 (REDIR_ADDR_LINE4)	Varchar(40)	0	Use Default for Customer Location if blank.
AS	Redirection – Suburb (REDIR_SUBURB)	Varchar(50)	0	Use Default for Customer Location if blank.
<b>Spreadsheet Column</b>	<b>Field Description</b>	<b>Type / Length</b>	<b>Mandatory / Optional</b>	<b>Comments</b>
AT	Redirection – State (REDIR_STATE)	Varchar(10)	0	Use Default for Customer Location if blank.
AU	Redirection – Postcode (REDIR_PCODE)	Varchar(5)	0	Use Default for Customer Location if blank.
AV	Redirection – Country Code (REDIR_CNTRY_CODE)	Varchar(30)	0	Use Default for Customer Location if blank.
AW	Manifest Identifier (MANIFEST_ID)	Varchar(20)	N/A	Must be left blank.
AX	Consignee Email Address (CONSIGNEE_EMAIL)	Varchar(50)	0	
AY	Email Notification (EMAIL_NOTIFICATION)	Varchar(10)	M / 0	See section 4.3 for further details.
AZ	Australia Post Customer Number (APCN)	Integer	0	The customers Australia Post Customer Number
BA	Survey ID (SURVEY_ID)	Varchar(50)	0	Provided by Australia Post once a survey is registered.
BB	Delivery Subscription (DELIVERY_SUBSCRIPTION)	Char(1)	0	Y or N. Default to N if blank. Y indicates that expected delivery date notification will be sent to the customer's email address.
BC	Embargo Date (EMBARGO_DATE)	Date ("dd/mm/yyyy")	0	The date that delivery should not occur before.
BD	Specified Delivery Date (SPECIFIED_DATE)	Date ("dd/mm/yyyy")	0	The date for delivery.
BE	Specified Delivery Day (Delivery on) (DELIVER_DAY)	Varchar	0	Multiple day of the week abbreviations (case insensitive) values one for each day, separated by a semi-colon. E.g. "Mon;Tue;Wed;Thur;Fri;Sat;Sun"
BF	Specified Delivery Day (Do not deliver on) (DO_NOT_DELIVER_DAY)	Varchar	0	Multiple day of the week abbreviations (case insensitive) values one for each day, separated by a semi-colon. E.g. "Mon;Tue;Wed;Thur;Fri;Sat;Sun"
BG	DCE Delivery Time (TIME_DEL)		0	
BH	Customer Collect Location (CDP_LOCATION)	Integer	0	The Customer Collect delivery point identifier (DPID).
<b>New fields introduced in October 2012 – Applicable to international consignments only.</b>				
BI	Importer's Reference Number (IMPORTER_REF_NBR)	Integer	0	Applicable to international consignments only.
BJ	Sender Name (SENDER_NAME)	Varchar(50)	0	These are optional sender details applicable to international consignments only.  If these are not supplied, they will be derived from the merchant data reference tables in similar fashion as when an international consignment is created manually via the eParcel Consignment screen.
BK	Sender's Customs Reference (SENDER_CUSTOMS_REF)	Varchar(40)	0	
BL	Sender Company Name (SENDER_BUS_NAME)	Varchar(50)	0	
BM	Sender Address Line 1 (SENDER_ADDR_LINE1)	Varchar(40)	0	

BN	Sender Address Line 2 (SENDER_ADDR_LINE2)	Varchar(60)	0	
B0	Sender Address Line 3 (SENDER_ADDR_LINE3)	Varchar(40)	0	
BP	Sender City (Suburb) (SENDER_CITY_SUBURB)	Varchar(50)	0	
<b>Spread-sheet Column</b>	<b>Field Description</b>	<b>Type / Length</b>	<b>Mandatory / Optional</b>	
BQ	Sender State (SENDER_STATE_CODE)	Varchar(10)	0	
BR	Sender Postcode (SENDER_PCODE)	Varchar(20)	0	
BS	Sender Country Code (SENDER_CNTRY_CODE)	Varchar(30)	0	
BT	Sender Telephone (SENDER_PHONE_NBR)	Varchar(30)	0	
BU	Sender Email (SENDER_EMAIL)	Varchar(50)	0	
BV	Returns Label to print with outgoing labels	Char(1)	0	Y or N. Default to "N" if blank.

Spread-sheet Column	Field	Type / Length	Mandatory / Optional	Comments
BW	Article Actual Weight (ACTL_CUB_WT)	Number(6.2)	M	Must be populated or import will fail (Kilograms).
BX	Length (LEN)	Integer	0	If no data is entered AND if the price schedule requires cubing (Y or P), then the consignment will be marked as invalid. (Measured in Centimetres – no decimals)
BY	Width (WIDTH)	Integer	0	If no data is entered AND if the price schedule requires cubing (Y or P), then the consignment will be marked as invalid. (Measured in Centimetres – no decimals)
BZ	Height (HT)	Integer	0	If no data is entered AND if the price schedule requires cubing (Y or P), then the consignment will be marked as invalid. (Measured in Centimetres – no decimals)
CA	Number of Identical Articles (NUMBER_IDENTICAL_ARTS)	Integer	0	See section 4.1 for further details.
CB	Article Description (CNSGMT_ARTC_TYPE_DESCR)	Varchar(40)	0	
CC	Are the Goods Dangerous? (IS_DANGEROUS_GOODS)	Char(1)	0	Y or N. Default to N if blank. Refer to <a href="http://www.auspost.com.au/Pdfs/DangerousGoodsGuide.pdf">http://www.auspost.com.au/Pdfs/DangerousGoodsGuide.pdf</a>
CD	Is Insurance Required? (IS_TRANS_CVR_REQD)	Char(1)	0	Y or N. Default to N if blank.
CE	Insurance Amount (TRANS_CVR_AMT)	Number(12.2)	0	
CF	Goods Value for Customs (CUSTOMS_DECL_VAL)	Number(8.2)	0	
CG	Classification Explanation (CLASS_EXPL) Old name - Export Reason (EXPORT_RSN)	Varchar(128)	Conditional M	The Export Reason column is replaced by Classification Explanation. This is a mandatory field used to explain Product Classification when "Other" is selected.
CH	Export Clearance Number (EXPORT_CLRNC_NBR)	Varchar(20)	0	
<b>Undelivered International Articles</b>				
CI	Return by Sea (IS_RTN_SFC)	Char(1)	0	Y or N. Default to N if blank.
CJ	Return by Air (IS_RTN_AIR)	Char(1)	0	Y or N. Default to N if blank.
CK	Abandon Goods (IS_ABANDON)	Char(1)	0	Y or N. Default to N if blank.
CL	Redirect by Sea (IS_REDIRECT_SFC)	Char(1)	0	Y or N. Default to N if blank.
CM	Redirect by Air (IS_REDIRECT_AIR)	Char(1)	0	Y or N. Default to N if blank.
<b>New fields introduced in October 2012</b>				
CN	Product Classification (PROD_CLASSN)	Char(30)	M	New field moved from the Goods line cell F to cater for multiple goods per article. This is a mandatory field. Valid codes are: (Refer to Appendix B) o DOC – Document

Spread-sheet Column	Field	Type / Length	Mandatory / Optional	Comments
				<ul style="list-style-type: none"> <li>○ GIFT – Gift</li> <li>○ SAMPLE – Commercial Sample</li> <li>○ RETURN – Returned Goods</li> <li>○ OTHER – Other</li> </ul> <p>Refer to comments below for translation from old version to new version (October 2012 release)*.</p>
CO	Has Commercial Value (For resale) (IsCommercialValue)	Char(1)	0	New field: Y/N "N" is assumed if the value is not supplied or supplied with "Y".

**\*October 2012 Translation –**

From old Goods Line Product Classification (description) to new Article Line Product Classification (code)

From Goods Line Cell F – Product Classification (description)	To Article Line Cell S – Product Classification (code)	Article Line Cell L – Classification Explanation	System Assigned Article Prod Type Code
Document	DOC	<i>blank</i>	Document
Gift	GIFT	<i>blank</i>	Merchandise
Commercial Sample	SAMPLE	<i>blank</i>	Merchandise
Returned Goods	RETURN	<i>Blank</i>	Merchandise
Other	OTHER	<b>Refer to description</b>  <i>(Or any other text to suit. Explanation text is mandatory for "Other").</i>	Merchandise
Plant, Animal or Food Products	OTHER		Merchandise
Merchandise	OTHER		Merchandise
<i>Blank</i>	OTHER		Merchandise

Spreadsheet Column	Field	Type / Length	Mandatory / Optional	Comments
CP	Country of Origin (ORIG_CNTRY_CODE)	Varchar(30)	Conditional M	Mandatory for International consignments if Article IsCommercialValue = "Y".
CQ	HS Tariff Code (HS_TARIFF)	Varchar(12)	Conditional M	Mandatory for International consignments if Article IsCommercialValue = "Y".
CR	Description (DESCR)	Varchar(50)	M / O	Do not use commas in the description as it will fail the import. For International consignments, this field describes the contents and is mandatory.
CS	Product Type (PROD_Type)	Varchar(20)	Ignored	The field is to be ignored during import. Product Type – whether Document or Merchandise – will be derived from the Article Product Classification Code.
CT	Product Classification (PROD_CLASSN)	Varchar(30)	Ignored	The field is to be ignored during import. It has been moved to the article level. Refer to Article Line cell S.
CU	Quantity (QTY)	Integer	M / O	Mandatory for International consignments.
CV	Weight (WT)	Number(8.2)	M / O	Either all blank or all mandatory for goods in the same International consignment.
CW	Unit Value (UNIT_VAL)	Number(12.2)	M / O	Mandatory for International consignments.
CX	Total Value (TOT_VAL)	Number(12.2)	M / O	Mandatory for International consignments.

#### Type / Length Description:

- Char(x) - Characters (maximum number of characters)
- Varchar(x) - Variable Alpha Numeric Characters (maximum number of characters)
- Integer - Number with NO decimal places
- Number(xx,x) - Number (maximum number of digits with comma representing decimal point)
- Date - A date in the format dd/mm/yyyy

## 4 Additional Features to the file Structure

### 4.1 Number of Identical Articles

Where Number of Identical Articles (column F of Article Line) is populated, it is an indication that there are multiple identical articles in the consignment and that number of articles must be created. e.g. If Number of Identical Articles is six then the consignment will have six identical articles, each with the details as per that specific line. If the field is left blank or not provided, the number of articles is defaulted to 1.

### 4.2 Add To Address Book

Where Add to Address Book (column W of Consignment line) is populated, it is an indication that the address provided must be either updated or created in the list of consignees. The following rules are applied during the import process when using the Add to Address Book functionality. If the field is left blank or not provided, Add to Address Book is defaulted to "N".

MERCHANT_CONSIGNEE_CODE	MERCHANT_CONSIGNEE_CODE exists in eParcel	ADD_TO_ADDRESS_BOOK	Action
NULL	N/A	Y	Use address details for consignment and new Consignee created and system generated Consignee ID is assigned
NULL	N/A	N	Use address details for consignment.
NOT NULL	Yes	Y	Consignee address details, currently held by the system are overwritten and used for consignment.
NOT NULL	No	Y	Use address details for consignment and new Consignee created and Consignee ID provided in file assigned to consignee.
NOT NULL	Yes	N	Use address details for consignment.
NOT NULL	No	N	Use address details for consignment.

**Note:** Address details for consignment denote the following fields:

- CNSGNEE\_ADDR\_LINE1
- CNSGNEE\_ADDR\_LINE2
- CNSGNEE\_ADDR\_LINE3
- CNSGNEE\_ADDR\_LINE4
- CNSGNEE\_BUS\_NAME
- CNSGNEE\_CNTRY\_CODE
- CNSGNEE\_FAX\_NBR
- CNSGNEE\_NAME
- CNSGNEE\_PCODE
- CNSGNEE\_PHONE\_NBR
- CNSGNEE\_STATE\_CODE
- CNSGNEE\_SUBURB

## 4.3 Email Notification

Where Email Notification (column AZ of Consignment line) is populated, it is an indication that an email notification must be sent to the email address provided when the consignment is despatched. Three options are allowed for Email Notification:

1. "NONE" – no email notification is sent when consignment is despatched, whether or not an email address is provided.
2. "DESPATCH" – a **despatch** email notification is sent when consignment is despatched (see *sample* below).

**Subject:** Despatch notification: consignment ABC0000001

Dear Customer,

Your parcels (3) from ABC Company have been despatched with Australia Post.

This consignment can be viewed or you can choose to receive tracking emails by clicking on this link <http://auspost.com.au/track/>.

Please allow approx 24 hours before checking the website.

Regards,  
ABC Company

\*\*Please note that this is an automatically generated email – replies will not be answered.

3. "TRACKADV" – a **track advice** email notification is sent when consignment is despatched (see *sample* below).

**Subject:** Track Advice Notification: Consignment ABC1234567

Dear Customer,

Your parcels (2) from ABC Company have been despatched with Australia Post.

You will receive email notifications relating to the arrival of the product to the delivery address.

Should you wish to:

1. add an email address to which these emails notifications are sent
2. view the current status of your parcels
3. read more about this service

please click on this link <http://auspost.com.au/track/info>.

If you do not want to receive emails to this address please unsubscribe by clicking this link <http://auspost.com.au/track/stop>.

Regards,  
ABC Company

\*\*Please note that this is an automatically generated email – replies will not be answered.

The following rules are applied during the import process when using the Email Notification functionality. If the field is left blank, not provided or misspelt, Email Notification is defaulted to "NONE".

EMAIL_NOTIFICATION	Charge Code Track Advice Eligible?	CONSIGNEE_EMAIL	Email valid?	Delivery Choice	Action
NONE	N/A	N/A	N/A	N/A	Consignment imported successfully and email notification will NOT be sent when consignment is despatched.
NONE	N/A	N/A	N/A	Y	Consignment imported and marked as invalid.
DESPATCH	N	N/A	N/A	N/A	Consignment imported successfully with warning message "Warn Msg Invalid Charge Code" in error log. Email notification will NOT be sent when consignment is despatched.
DESPATCH	Y	N	N/A	N/A	Consignment imported and marked as invalid with error message "Err Msg No Email Despach" in error log. Email notification will NOT be sent when consignment is despatched.
DESPATCH	Y	N	N/A	Y	Consignment imported and marked as invalid with error message "Err Msg No Email Despach", in error log. Email notification will NOT be sent when consignment is despatched.
DESPATCH	Y	Y	N	N/A	Consignment imported and marked as invalid with error message "Err Msg Invalid Email Despach" in error log. Email notification will NOT be sent when consignment is despatched.
DESPATCH	Y	Y	Y	Y	Consignment imported successfully, a <b>Despatch</b> email notification will be sent when consignment is despatched, and delivery choice and/or customer collection information will be associated to the consignment.
TRACKADV	N	N/A	N/A	N/A	Consignment imported successfully with warning message "Warn Msg Invalid Charge Code" in error log. Email notification will NOT be sent when consignment is despatched.
TRACKADV	Y	N	N/A	N/A	Consignment imported and marked as invalid with error message "Err Msg No Email Despach" in error log. Email notification will NOT be sent when consignment is despatched.
TRACKADV	Y	Y	N	N/A	Consignment imported and marked as invalid with error message "Err Msg Invalid Email Despach" in error log. Email notification will NOT be sent when consignment is despatched.

EMAIL_NOTIFICATION	Charge Code Track Advice Eligible?	CONSIGNEE_EMAIL	Email valid?	Delivery Choice	Action
TRACKADV	Y	Y	Y	N/A	Consignment imported successfully and a <b>Track Advice</b> email notification will be sent when consignment is despatched.
TRACKADV	Y	Y	Y	Y	Consignment imported successfully and a <b>Track Advice</b> email notification will be sent when consignment is despatched and delivery choices and/or customer collection information will be associated to the consignment.

For further information Track Advice, please contact your Account Manager for the Track Advice User Guide.

## 4.4 Delivery Choice and Customer Collection

### 4.4.1 Invalid Combinations

When a consignment is submitted with an invalid combination of delivery choices, then the system will choose a valid combination and the consignment will be marked with a 'Warning'. These consignments will show with an exclamation '!' icon in the View Consignments – Not Despatched screen.

**Charge**
Selected 0 record(s) of 18.
**Delete**

<u>Consignment Nbr</u>	<u>Charge Code</u>	<u>Label Printed</u>	<u>Next Manifest Ind</u>	<u>Nbr of Arts</u>	<u>Invalid</u>	<u>Expected Despatch Date</u>
<a href="#">CX0000031</a>	EPARCEL 1			6		25/05/201
<a href="#">CX0000032</a>	EPARCEL 1			5		03/09/201
<a href="#">CX0000037</a>	EPARCEL 1			6		02/06/201
<a href="#">CX0000040</a>	EPARCEL 1			3		07/06/201
<a href="#">CX0000039</a>	EPARCEL 1		✓	4		07/06/201

Figure 1: View Consignments - Not Despatched with consignments that show 'Warning' (!) and 'Invalid' (X) icons.

Consignments that are in a state of 'Warning' can be despatched, but consignments that are invalid cannot be despatched. It is advisable to view each article that is showing a warning icon and confirm that the consignment details are correct before despatching. If the consignment details are correct, just save the consignment to remove the warning icon.

### 4.4.2 Specified Delivery Day (Deliver on) – DELIVER\_DAY

The additional service for specified delivery day (DELIVER\_DAY) requires additional information and will accept valid days of the week for the destination postcode.

Delivery windows can be associated to each of the supplied days of the week, specifying a day of the week and associated times for delivery to occur. Only valid delivery windows will be accepted and not all postcodes accept delivery within time windows.

Invalid delivery day and time data submitted within a consignment will result in the information being **removed from the submitted consignment**.

Specified delivery day (delivery on) cannot be used with the following options:

- Specified delivery day (do not deliver on);
- Specified delivery date;
- Embargo delivery date;
- Customer direct pick-up;
- Convenience store pick-up; or
- Unattended parcel locker pick-up.

#### 4.4.3 Specified Delivery Day (Do not deliver on) - DO\_NOT\_DELIVER\_DAY

The additional service for specified delivery day (DO\_NOT\_DELIVER\_DAY) requires additional information and will accept valid days of the week for the destination postcode.

Specified delivery day (do not delivery on) cannot be used with the following options:

- Specified delivery day (deliver on);
- Specified delivery date;
- Delivery window;
- Embargo delivery date;
- Customer direct pick-up;
- Convenience store pick-up; or
- Unattended parcel locker pick-up.

#### 4.4.4 Expected Delivery Date - DELIVERY SUBSCRIPTION

The additional service for expected delivery date (DELIVERY SUBSCRIPTION) does not require any additional information; however, the customer must elect on the consignment to accept email notifications.

Expected delivery date cannot be used with the following options:

- Specified delivery date; or
- Embargo delivery date.

#### 4.4.5 Embargo Delivery Date - EMBARGO\_DATE

The additional service for embargo delivery date (EMBARGO\_DATE) requires additional information and will accept a date within fourteen days of the date the consignment is submitted.

Embargo delivery date cannot be used with the following options:

- Specified delivery day (deliver on);
- Specified delivery day (do not deliver on);
- Specified delivery date;
- Expected delivery date;
- Customer direct pick-up;
- Convenience store pick-up; or
- Unattended parcel locker pick-up.

#### 4.4.6 Specified Delivery Date - SPECIFIED\_DATE

The additional service for specified delivery date (SPECIFIED\_DATE) requires additional information and will accept a valid delivery date for the destination postcode, date of lodgement, and service requested.

Delivery windows can be associated to the delivery date, for delivery to occur on a specified date and within specified time periods. Only valid delivery windows will be accepted and not all postcodes accept delivery within time windows.

Specified delivery date cannot be used with the following options:

- Specified delivery day (deliver on);
- Specified delivery day (do not deliver on);
- Expected delivery date; or
- Embargo delivery date.

#### 4.4.7 Delivery Window - DELIVERY\_WINDOW

The additional service for timed delivery (DELIVERY\_WINDOW) requires additional information. Only valid Australia Post delivery windows will be accepted. Not all postcodes accept delivery within time windows.

Table 1 details the start time and end times accepted by Australia Post, any other time windows will **not be accepted** and will result in the delivery choices being **removed from the submitted consignment**.

For sending consecutive time periods, each delivery window start time and end time is required.

**Table 1:** The valid time windows that will be accepted by Australia Post.

Time Period	Description
7-12	Morning delivery between 7 AM - 12 PM
12-17	Afternoon delivery between 12 PM - 5 PM

Delivery windows can vary when using specified delivery day by using the following format, with each set of time periods representing the time periods for one day.

DELIVER\_DAY value is Mon;Wed

DELIVERY\_WINDOW value is [7-12]; [12-5]

Then, Monday will be assigned delivery time periods of 7:00 AM to 12PM, and Wednesday will be assigned delivery time periods of 12:00PM to 5PM.

Delivery window cannot be used with the following options:

- Specified delivery day (do not deliver on).

Consignments submitted to Australia Post with delivery windows associated to postcodes that cannot accept timed delivery will result in the information being **removed from the submitted consignment**.

#### 4.4.8 Customer Direct Pick-up, Convenience Store Pick-up, and Unattended Parcel Locker Pick-up - CDP\_LOCATION

The additional services for unattended parcel locker pick-up, customer direct pick-up, and convenience store pick-up (CDP\_LOCATION) requires additional information to be sent with the delivery address.

When sending a customer collect location the delivery address will be a valid address of the customer collect location and will include the delivery point identifier (DPID).

Invalid customer collect locations submitted to Australia Post within a consignment will result in the submitted consignment being invalid.



The valid customer collection locations available for delivery are published by Australia Post. For more information on please consult with your Australia Post controller.

#### 4.4.9 Survey - SURVEY\_ID

The additional service for timed delivery (SURVEY\_ID) requires additional information and will only accept valid survey identifiers. Australia Post will supply a survey identifier upon request.

For more information on using the survey functionality please consult with your Australia Post controller.

## 4.5 Address Validation

If your consignment has a warning icon  in the invalid column, the delivery address is not listed in our database. This will not stop you from despatching the consignment but you may choose to review the consignment and update details as appropriate. However, if your consignment has an invalid  icon, the suburb, state and postcode combination is incorrect, you must correct the delivery address before you can despatch the consignment.

**Charge** Selected 0 record(s) of 5. **Delete**




	<u>Consignment Nbr</u>	<u>Charge Code</u>	<u>Label Printed</u>	<u>Next Manifest Ind</u>	<u>Nbr of Arts</u>	<u>Invalid</u>	<u>Expected Despatch Date</u>
34	<a href="#">3333J0000038</a>	EPARCEL 1		✓	1		24/03/2014
34	<a href="#">3333J0000039</a>	EPARCEL 1		✓	1		24/03/2014
34	<a href="#">3333J0000040</a>	EPARCEL 1		✓	1		24/03/2014
34	<a href="#">3333J0000041</a>	EPARCEL 1		✓	1		24/03/2014
34	<a href="#">3333J0000042</a>	EPARCEL 1			1		24/03/2014

Figure 2: View Consignments - Not Despatched with consignments that show 'Warning'  and 'Invalid'  icons.

**Note:** Address validation is only available for domestic eParcel consignments.

## Appendix A: List of Country Codes

Country	Code
AFGHANISTAN	AF
ALBANIA	AL
ALGERIA	DZ
ANDORIA	AD
ANGOLA	AO
ANGUILLA	AI
ANTIGUA AND BARBUDA	AG
ARGENTINA	AR
ARMENIA	AM
ARUBA	AW
ASCENSION AND ST HELENA	SH
AUSTRALIA	AU
AUSTRIA	AT
AZERBAIJAN	AZ
BAHAMAS	BS
BAHRAIN	BH
BANGLADESH	BD
BARBADOS	BB
BELARUS	BY
BELGIUM	BE
BELIZE	BZ
BENIN	BJ
BERMUDA	BM
BHUTAN	BT
BOLIVIA	BO
BOSNIA-HERZEGOVINA	BA
BOTSWANA	BW
BRAZIL	BR
BRITISH INDIAN OCEAN TERRITORY	IO
BRUNEI DARUSSALAM	BN
BULGARIA	BG
BURKINA FASO	BF
BURUNDI	BI
CAMBODIA	KH
CAMEROON	CM
CANADA	CA
CAPE VERDE	CV
CAYMAN ISLANDS	KY
CENTRAL AFRICAN REPUBLIC	CF
CHAD	TD
CHILE	CL
CHINA, PEOPLE'S REPUBLIC	CN
COLOMBIA	CO
COMOROS	KM
CONGO	CG
CONGO, DEMOCRATIC REPUBLIC OF	CD
COOK ISLANDS	CK
COSTA RICA	CR
CÔTE D'IVOIRE	CI

Country	Code
CROATIA	HR
CUBA	CU
CYPRUS	CY
CZECH REPUBLIC	CZ
DENMARK	DK
DJIBOUTI	DJ
DOMINICA	DM
DOMINICAN REPUBLIC	DO
EAST TIMOR (TIMOR-LESTE)	TP
ECUADOR	EC
EGYPT	EG
EL SALVADOR	SV
EQUATORIAL GUINEA	GQ
ERITREA	ER
ESTONIA	EE
ETHIOPIA	ET
FALKLAND ISLANDS	FK
FAROE ISLANDS	FO
FIJI	FJ
FINLAND	FI
FRANCE	FR
FRENCH GUIANA	GF
FRENCH POLYNESIA	PF
GABON	GA
GAMBIA	GM
GEORGIA	GE
GERMANY	DE
GHANA	GH
GIBRALTAR	GI
GREECE	GR
GREENLAND	GL
GRENADA	GD
GUADELOUPE	GP
GUAM	GU
GUATEMALA	GT
GUINEA	GN
GUINEA-BISSAU	GW
GUYANA	GY
HAITI	HT
HOLY SEE (VATICAN CITY STATE)	VA
HONDURAS	HN
HONG KONG	HK
HUNGARY	HU
ICELAND	IS
INDIA	IN
INDONESIA	ID
IRAN, ISLAMIC REPUBLIC	IR
IRAQ	IQ
IRELAND	IE

Country	Code
ISRAEL	IL
ITALY	IT
JAMAICA	JM
JAPAN	JP
JORDAN	JO
KAZAKHSTAN	KZ
KENYA	KE
KIRIBATI	KI
KOREA, DEMOCRATIC PEOPLE'S REPUBLIC	KP
KOREA, REPUBLIC	KR
KUWAIT	KW
KYRGYZSTAN	KG
LAO, PEOPLE'S DEMOCRATIC REPUBLIC	LA
LATVIA	LV
LEBANON	LB
LESOTHO	LS
LIBERIA	LR
LIECHTENSTEIN	LI
LITHUANIA	LT
LUXEMBOURG	LU
MACAO	MO
MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF	MK
MADAGASCAR	MG
MALAWI	MW
MALAYSIA	MY
MALDIVES	MV
MALI	ML
LIBYAN ARAB JAMAHIRIYA	LY
MALTA	MT
MARIANA ISLANDS	MP
MARSHALL ISLANDS	MH
MARTINIQUE	MQ
MAURITANIA	MR
MAURITIUS	MU
MAYOTTE	YT
MEXICO	MX
MICRONESIA, FEDERATED STATES OF	FM
MOLDOVA	MD
MONACO	MC
MONGOLIA	MN
MONTENEGRO	ME
MONTSERRAT	MS
MOROCCO	MA
MOZAMBIQUE	MZ
MYANMAR	MM
NAMIBIA	NA
NAURU	NR
NEPAL	NP
NETHERLANDS	NL

Country	Code
NETHERLANDS ANTILLES AND ARUBA	AN
NEW CALEDONIA	NC
NEW ZEALAND	NZ
NICARAGUA	NI
NIGER	NE
NIGERIA	NG
NIUE ISLAND	NU
NORWAY	NO
OMAN	OM
PAKISTAN	PK
PALAU, REPUBLIC OF	PW
PANAMA, REPUBLIC OF	PA
PAPUA NEW GUINEA	PG
PARAGUAY	PY
PERU	PE
PHILIPPINES	PH
PITCAIRN ISLANDS	PN
POLAND, REPUBLIC OF	PL
PORTUGAL	PT
PUERTO RICO	PR
QATAR	QA
REUNION	RE
ROMANIA	RO
RUSSIAN FEDERATION	RU
RWANDA	RW
SAINT CHRISTOPHER (ST KITTS) AND NEVIS	KN
SAMOA, AMERICAN	AS
SAMOA, WESTERN	WS
SAN MARINO	SM
SAO TOME AND PRINCIPE	ST
SAUDI ARABIA, KINGDOM OF	SA
SENEGAL	SN
SERBIA	RS
SEYCHELLES	SC
SIERRA LEONE	SL
SINGAPORE	SG
SLOVAKIA	SK
SLOVENIA	SI
SOLOMON ISLANDS	SB
SOMALIA	SO
SOUTH AFRICA	ZA
SPAIN	ES
SRI LANKA	LK
ST LUCIA	LC
ST PIERRE AND MIQUELON	PM
ST VINCENT AND THE GRENADINES	VC
SUDAN	SD
SURINAME	SR
SWAZILAND	SZ
SWEDEN	SE

Country	Code
SWITZERLAND	CH
SYRIAN ARAB REPUBLIC	SY
TAIWAN	TW
TAJIKISTAN	TJ
TANZANIA	TZ
THAILAND	TH
TOGO	TG
TOKELAU	TK
TONGA	TO
TRINIDAD AND TOBAGO	TT
TRISTAN DA CUNHA	TA
TUNISIA	TN
TURKEY	TR
TURKMENISTAN	TM
TURKS AND CAICOS ISLANDS	TC
TUVALU	TV
UGANDA	UG

Country	Code
UKRAINE	UA
UNITED ARAB EMIRATES	AE
UNITED KINGDOM	GB
UNITED STATES	US
UNITED STATES MINOR OUTLYING ISLANDS	UM
URUGUAY	UY
UZBEKISTAN	UZ
VANUATU	VU
VENEZUELA	VE
VIETNAM	VN
VIRGIN ISLANDS, BRITISH	VG
VIRGIN ISLANDS, USA	VI
WALLIS AND FUTUNA ISLANDS	WF
YEMEN	YE
ZAMBIA	ZM
ZIMBABWE	ZW

# Appendix B: List of Product Classification Code

Product Classification Code	Product Classification Description	Assigned Product Type
DOC	Document	Document
GIFT	Gift	Merchandise
SAMPLE	Commercial Sample	Merchandise
RETURN	Returned Goods	Merchandise
OTHER	Other <i>(Need to be supply a user-tailored Classification Explanation)</i>	Merchandise