

Australia Post Integration

Key Benefits

- Shorten fulfilment and service processes, increasing customer satisfaction.
- Streamline operations across departments, lowering administrative costs.
- Improve visibility into your entire order fulfilment process.

Retailers, ecommerce and any other merchant relying on shipping carriers have a pressing challenge. How do you determine how to lower the costs of inventory management and order fulfilment, while also meeting the increasing demands of today's customers?

Automation of third-party shipping processes is a key step into lowering order fulfilment costs and increasing reliability. Yet, customers have increasing demands for online and omnichannel fulfilment:

“What convenient options can I offer my customers to collect their parcel?”

“My customers want free shipping. I need accurate shipping costs up front to determine if I can offer this.”

“I want to give my customers a tracking number so they can track their delivery online.”

NetSuite has integrated with Australia Post, allowing your entire organisation to manage product fulfilment from one application. In addition to eliminating the time spent transferring data between systems and the associated data entry errors, the integration provides your entire organisation, including your suppliers and customers, with full visibility into the entire shipping process.

Eliminate Working in Multiple Applications

With no client integration work required, shipping managers can view items to ship directly from the real-time dashboard, and even set up Australia Post to ship nationally via regular or express services, from within NetSuite. The integration allows you to select shipping preferences, calculate shipping rates and handling fees which can be instantly added to your customer's invoice.

Optimise Shipping Costs

With the ability to get rates from Australia Post in real-time, you can determine how best to offer shipping, particularly important if you are considering offering free shipping nationally, doing bundle pricing, or offering flat rates.

Key Features

- **Parcel rates** – get rates in real-time from Australia Post.
- **Track and trace** – provide the receiver with a tracking number to track the product on the Australia Post website.
- **Print label** – print labels directly from NetSuite rather than having to jump into a separate application.
- **Dispatch parcel** – send a parcel with Australia Post directly from NetSuite.
- **Optional website checkout integration** – give customers delivery choices with the option to send to Australia Post’s network of Collection Points and 24/7 Parcel Lockers.

Tracking Numbers Enable Complete Visibility

NetSuite automatically ties tracking numbers to item fulfilment record, sales orders, and invoices, providing complete visibility into shipping progress and delivery history from any transaction. Customers can log into the Customer Centre and view all their key information, such as order and payment history, as well as shipment status—including a tracking number so that they can track the product on the Australia Post website.

Reduce Fulfilment Time

The integration with Australia Post allows you to select some or all of the items to be fulfilled, and then, print labels that include the full shipping description. The addition of Australia Post shipping functionality also allows different people to handle different steps of the fulfilment process, allowing picking, packing and shipping steps to be matched to meet your company’s needs.

Give Your Customers More Choice in Delivery Options

Increased fulfilment integration and efficiency allows you to offer multiple shipping options. Ship to store for collection or ship to 24/7 Parcel Lockers—give your customers the ability to collect goods purchased at a time and place convenient to them.

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