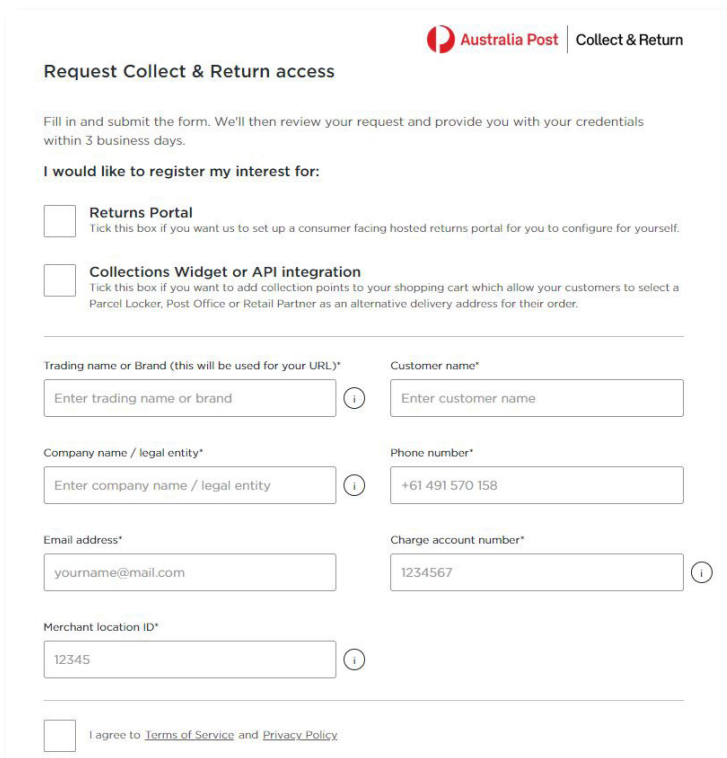


User Guide

How to set up and maintain your Australia Post Easy Returns Portal

How do I register for an Australia Post Returns Portal?

Registering for an Australia Post Returns portal is simple. You can complete the online registration form at admin.return.uspost.com.au/signup



The screenshot shows the registration form for Australia Post's Collect & Return service. The form is titled 'Request Collect & Return access' and includes the Australia Post logo. Below the title, there is a brief instruction: 'Fill in and submit the form. We'll then review your request and provide you with your credentials within 3 business days.' The form asks for the user's interest, with two options: 'Returns Portal' and 'Collections Widget or API integration'. It then requests several fields: 'Trading name or Brand (this will be used for your URL)*', 'Customer name*', 'Company name / legal entity*', 'Phone number*', 'Email address*', 'Charge account number*', and 'Merchant location ID*'. Each field has a placeholder text and a help icon. At the bottom, there is a checkbox for 'I agree to [Terms of Service](#) and [Privacy Policy](#)'.

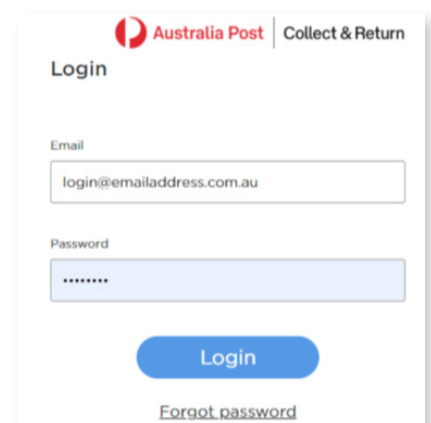
A few things to consider when registering for the portal

- Your trading name will be used for your returns portal URL extension eg. return.uspost.com.au/your_company_name. Please ensure it is correct as we will not be able to amend your URL once your registration is approved
- If you would like to set up multiple portals you will have to complete separate registration forms for each portal
- It's important that you select the tick box for the service you require, either returns portal, collections widget or both. Please read the options carefully and ensure you select the service/s you require

I've received my activation link via email, what next?

Click on the activation link and login to your portal. This is your admin access and will allow you to configure and make changes to your portal.

If you are unable to use this activation link within 24 hours of receiving it, you will need to follow the "forgot password" process to receive another activation email.



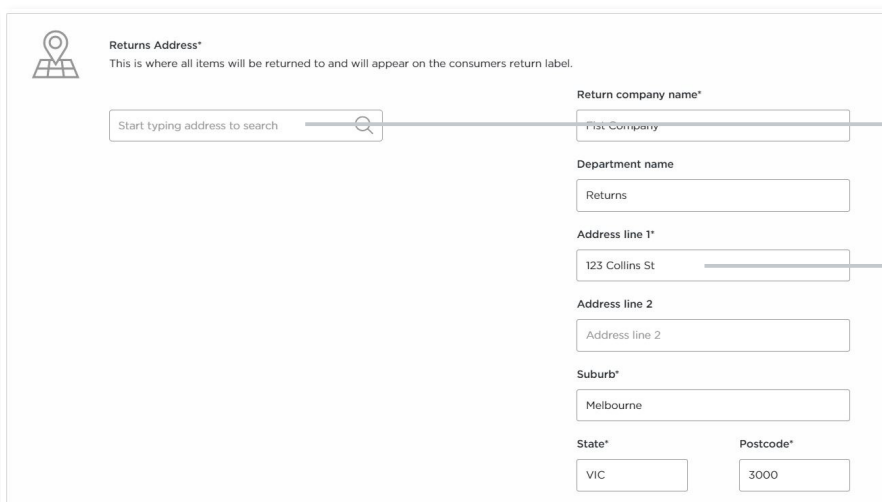
The screenshot shows the login page for Australia Post's Collect & Return service. It features the Australia Post logo and the text 'Login'. There are two input fields: 'Email' with the placeholder 'login@emailaddress.com.au' and 'Password' with a masked password '*****'. Below the password field is a blue 'Login' button. At the bottom, there is a link for 'Forgot password'.

How do I configure my Easy Returns Portal?

Configuring your returns portal is a straight forward process. To configure your portal you will need to:

1. Fill out your return details in the details screen

- Your charge account and Merchant Location will be prepopulated from your registration form.
- Use the return address search box to search for your return address. Begin typing and your address will automatically appear. If your address does not appear, click on 'cannot find address' and you'll be able to enter your address manually on the right hand side.
- Determine what service speed you'd like (Regular or Express Post). You will need to have a current contract for the service you select.



Returns Address*
This is where all items will be returned to and will appear on the consumers return label.

Start typing address to search

Return company name*

Department name

Address line 1*

Address line 2

Suburb*

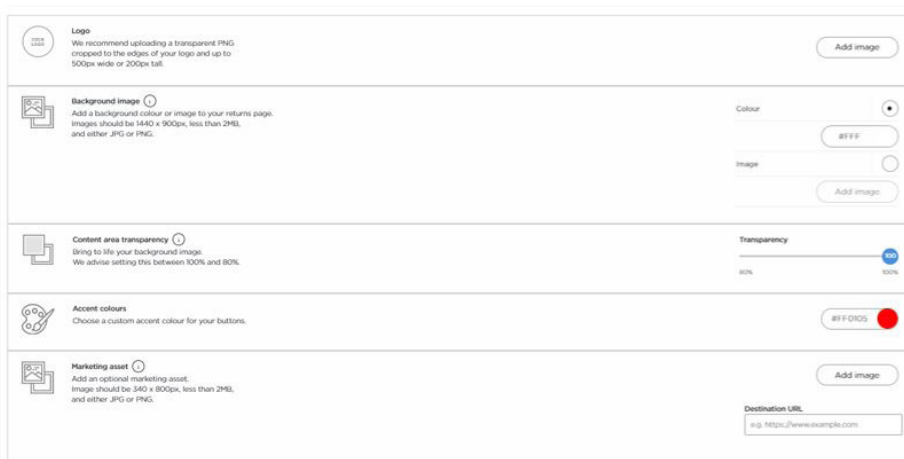
State* **Postcode***

Search for address in this field

Make any manual adjustments to address in this field

2. Fill out your branding requirements in the branding screen

- The background image needs to be 1440px x 900px, less than 2MB and either JPG or PNG.
- If you do not enter a background image or logo, a white background image and dummy logo will be used by default and visible on your portal.
- Set the transparency of the content layer, between 100% and 80% is recommended.
- Accent colour allows you to pick a colour scheme for your portal buttons that suits your brand's needs. You can select the "HEX", "RGB" or "HSL" number of your brand scheme, or simply select an appropriate colour from the tool provided. Solid dark colours produce the best outcome.
- Add an optional marketing asset and a destination URL to allow customers to navigate back to your site. If you choose to use this, it will appear on the last page of the consumer journey.



Logo
We recommend uploading a transparent PNG cropped to the edges of your logo and up to 500px wide or 200px tall.

Background image
Add a background colour or image to your returns page. Images should be 1440 x 900px, less than 2MB, and either JPG or PNG.

Content area transparency
Bring to life your background image. We advise setting this between 100% and 80%.

Accent colours
Choose a custom accent colour for your buttons.

Marketing asset
Add an optional marketing asset. Image should be 340 x 900px, less than 2MB, and either JPG or PNG.

Destination URL

3. Upload your companies' website URL in the branding screen

You will need to include the http/https protocol (e.g. https://www.), so consumers can navigate back to your site.

4. Choose whether you set your portal to active or inactive

If inactive is selected, your URL will not be visible and consumers will not be able to use your returns portal.

5. Once you're happy with the changes you have made to the branding section you can click the publish button to save these changes

You can do this at any time in the process.

6. Update your reason codes in the payment and reason codes section

- a. You can set your portal up so that you pay for some reasons (perhaps damaged items) and the customer pays for others (perhaps change of mind). In which case, you must select between 2 and 8 return reasons.
- b. If you select Merchant paid only or Consumer paid only then return reasons are optional and by deleting them all using the "eye" symbol, the whole section will not appear on your portal.

Payment & reason codes

Returns Reason codes
 Edit or disable the Reason codes . If all Reason codes are disabled, the field does not appear in your returns portal. Set the toggle to green to indicate reasons that the consumer has to pay for.

Looks different to image (disabled)			
Arrived too late			
Doesn't fit (disabled)			
Doesn't suit me			
Faulty			
Change of mind			
Poor quality			
Ordered more than one size			

Payment Method
 Merchant paid, consumer paid, or a mix of the two.

Merchant paid only

Consumer paid only

Both merchant & consumer paid

You can customise the codes to suit your business via the edit button

Green toggle indicates that the customer pays when this return reason is selected

You can use this button to switch reason codes on or off

7. Decide if you want to capture a return reason comment in the payment and reason codes screen

Return reason comments
 Add reason comments, change the heading and make it mandatory to add comments.

Reason comments

Edit header

Make reason comments mandatory

8. Decide if you want the standard return text visible on your portal's landing page.

9. Use the return policies section to specify what information you would like to capture from your customers

Use the toggle to determine if you want date range validation. The customer can only select a purchase date within this range.

Purchase date validation required

Purchase date within policy (days)

Order ID

Order ID Regex

Tooltip instructions
Your order number can be found in your order confirmation email. Can't find it, please get in touch with customer service

Return authorisation number

RAN Regex

Edit header

Order ID can be switched on or off. If you require an order ID the regex allows you to validate what your order number looks like.

For more details as to how to formulate a Regex, see your technical team or use an online tool such as regex101.com/

The pre-populated entry is to accept any number, space or letter between 1-50 characters

You can customise a tool-tip that can provide additional information for your customers when they enter their Order ID

Note that the **Order ID** and **Returns Authorisation number** (or equivalent) are printed on the returns label to assist operations at your warehouse.

10. Upload your companies' return policy T&C's in the return policies screen

It is important that this URL is kept up to date because it adds a link to your returns policy page from the returns portal. Any changes you make to your URL without updating the entry in this admin screen will break that link.

11. Once you're happy with your portal, press publish and you're ready to test and deploy your portal

This can be done at a number of stages along the journey of setting up and reconfiguring your portal. Remember, until you share the URL with customers, this is your portal to experiment with until it is just right!

Accessing reporting via the Easy Returns Portal

The portal gives you access to personalised reporting that provides greater visibility of returns activity. You'll get access to all the information you've requested from your customers at a consignment level.

You can use customised search filters to obtain more meaningful data and identify trends/issues as they arise.

You can access the full suite of reporting by clicking on the statistics tab on the left hand side of your merchant admin screen.

Reporting capabilities

- Specify the aggregation and date range
- View data in simple to read bar charts
- Funnel reporting that shows the drop off or completion percentage of returns
- Download a CSV extract of data



Frequently Asked Questions

Q. Will my portal let me provide my customers with paid for returns (consumer paid) as well as free (merchant paid) returns?

Yes. You can decide whether you want to offer merchant paid returns (free to your customer), consumer paid returns (the customer pays Australia Post) or a combination of both. And you can change this yourself at any time without our involvement.

Q. If I offer both merchant paid and consumer paid returns how does this work?

This portal allows you to edit, activate or de-activate returns reason codes. You can use these reason codes to determine whether a return is consumer paid or merchant paid.

If you want a reason code to be consumer paid simply switch the toggle on next to the reason code. If the toggle is green this means the reason code is on and will require your customer to pay.

All remaining enabled return reasons will be charged against the Australia Post charge account that the returns portal was registered against.

Q. I don't need my customers to provide a reason for return, is it possible to turn this field off completely?

Yes, if your portal offers all merchant paid or all consumer paid returns then there is an option to disable the return reason field all together. If you would like to offer a combination of merchant and consumer paid then we require between 2 and 8 return reasons as these determine which options you pay for and which your customer pays for.

Q. How is the returns price determined?

For merchant paid pricing, we link the service to your existing eParcel Returns contract and pricing which may change when your contract is updated or renewed.

For consumer paid pricing, your customer will pay Australia Post a simple flat rate price that is broadly equivalent to the price that they would pay at a Post Office. The benefit to the customer is that they can pay online and lodge the parcel not just at a Post Office but at over 20,000 convenient outlets including Street Posting Boxes and retail partners (for example, supermarkets and pharmacies). We'll select the appropriate flat rate pricing tier for the typical size and weight of the parcels your customers return. This price will vary when our retail prices change.

Q. I've configured my portal what do I do next?

Once you're happy with your portal set up simply hit the save and publish button and this will save your changes. You can hit this button at any stage throughout the process and it will save any changes you've made. Then all you need to do is share your unique portal URL of your portal with your customers – and wait for the returns to be created and sent!

Q. Can I give other people from my organisation admin access?

Yes. Log on and click on Users from the drop down menu at the top right hand of the screen. Type in the email of the new user and click add new user button. This user will receive an email to activate their account.

Q. What happens if I want to change any of my portal branding or settings?

Simply log in using your admin login and make any relevant changes. These changes will be reflected instantly on your live site.

Q. What if I want to view the status of returns that my customers have created?

Simply log in using your admin login and select the “Statistics” or “Tracking” tabs on the left-hand side.

The “Statistics” functionality allows you to view volumes of returns over time and to download all of the data that your customers have entered against each return for further analysis and use outside the portal.

The “Tracking” functionality allows you to view the status of each return parcel that has been scanned in our network.

Q. Can I deactivate my returns portal?

Yes. If at any point in time you would like to deactivate your returns portal you can do this through the branding tab in your admin screen. Simply switch your portal to inactive. By doing this the URL will no longer be visible and your customers won't be able to access it.