

UniSA - July 2016



**UNISA**

**Australia Post  
StarTrack Courier  
Decipha**

Australia Post – Training contribution



University of  
South Australia

## Welcome & Introduction



# Services Overview



## Decipha

### SERVICES

- Daily Mail processing
  - Ingoing
  - Outgoing



## StarTrack Courier

### SERVICES

- Standard
- Express
- Immediate Priority
- Set Run for ingoing & outgoing mail collection



## Australia Post

### SERVICES

- Non urgent parcels
- Tracking
- Packing guidelines
- Mail related stationery orders
- Sending Mail options (other than standard)
- Dangerous goods enquiries
- Any other queries

# Australia Post

## Decipha



Understanding  
the basics of  
Daily Mail

**What services will Decipha  
be  
performing?**

## Your Daily Mail

### 1. Inbound

- Inbound mail is received by Decipha for sorting and delivery
- Mail delivery varies between campuses; please refer to FM Assist for specific delivery times
- Mail is available for collection after allocated time at your designated collection point at each campus. Each department is responsible for collection and delivery to staff desks
- Please advise sender to use Internal Post Code (IPC) when sending mail to any department of the University
- **Please check the mail room for any mail in the first instance before ringing FM Assist with enquiries for missing mail**

# Australia Post

## Decipha



Understanding  
the basics of  
Daily Mail  
**What services will  
Decipha be  
performing?**

## Your Daily Mail

### 2. Outbound - Internal

When sending mail Internally to other campuses, you must ensure that;

- You use the correct internal envelopes
- Addressing of internal mail, should include Department, IPC & location
- The mail must be ready and at allocated location by MAIL PICKUP TIME for your campus

# Australia Post

## Decipha



Understanding  
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Daily Mail  
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## Your Daily Mail

### 3. Outbound - External

- External mail must be sent via coloured mail bag provided. Each bag will have the account details on the identifying label and the bag may be of different colour, to represent various departments
- Please ensure Tags are correct – these reflect your Cost Centre Code (CCC) & IPC for accurate charge back
- The mail must be ready and at allocated location by MAIL PICKUP TIME for your campus
- **If outgoing mail, internal or external, cannot be identified by CCC & Australia Post Sub Account number – all mail will be returned to sender, or sent to FM ASSIST for assistance in identifying sender.**

# Australia Post

## Decipha



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#### 4. Bulk Mail Outs

- Should the mail not fit in the bag, please bundle together and clearly identify CCC & Australia Post Sub Account Number
- **Using a Mailing house**
  - If a mailing house is lodging on your behalf, please ensure that they also supply correct labelling of mail with CCC and Australia Post Sub Account Number to avoid delays in mail being despatched
  - If lodging using Australia Posts Electronic Lodgement Mailing Statement (ELMS), Mailing House must correctly ref: IPC/CCC & Australia Post Sub Account No.

# Australia Post

## Decipha



Understanding  
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**What services will  
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performing?**

## 5. International

- Decipha can send your mail or parcel internationally
- Please ensure these letters are clearly identifiable by the Decipha staff sorting the mail
- Customs Declaration must be completed – these are available from Australia Post stores or when ordering stationery
- Item must also state if any extra cover required on goods - If so advise of dollar value required
- Item must be clearly marked with CCC & Australia Post Sub Account Number to allow for correct charge back.



# Australia Post

## Decipha



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## 6. International - urgent

- For urgent Deliveries, Australia Post use various carriers to enable the quickest delivery for your product
  - **Express Courier International** – is the recommended service for most Urgent International Deliveries; this service includes Express Service, Tracking availability and Signature on Delivery
- Alternatively, please contact Sales Operations via email on [sasalesoperations@auspost.com.au](mailto:sasalesoperations@auspost.com.au) to identify the most suitable path
- **Please note: in most cases, there is a 2pm cut off for lodging international mail**

# Australia Post

## Decipha



Understanding  
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## 7. Express Mail

- Any mail requiring next day delivery, must be via Australia Post Express Post Envelopes
  - available to order via 13 11 18 or email  
[Postbusinessdirect@aupost.com.au](mailto:Postbusinessdirect@aupost.com.au)

## 8. Parcels

- Parcels must be packaged correctly
- Must clearly identify IPC, CCC & Australia Post Sub Account No
- Parcel is to be left for collection at mail collection point clearly marked for outgoing mail collection

# Australia Post

## Decipha



Understanding  
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### 9. Parcels - Urgent

- Contact StarTrack Courier for Urgent Parcel deliveries
- Use individual log on for creating pickup or call FM Assist for help
- Parcel to be left from School office or reception for Courier Collection

### 10. Large volumes/parcels (over 20kgs)

- If larger than normal volumes of mail or parcels, please call or email StarTrack courier to ensure adequate transport collection is available
- Greg Jarvis – Operations Manager
- PH: 8154 2209
- [Greg.Jarvis@auspost.com.au](mailto:Greg.Jarvis@auspost.com.au)



## Delivery & Mail collection Schedule

### City West & City East Campus

**ARRIVAL AT: CITY WEST 1.00 pm**  
Deliver Only: *Mail Room – Hans Heyson Building*

**ARRIVAL AT: CITY EAST 1.20 pm**  
1<sup>st</sup> Deliver & Collection: *Bonython Building*  
2<sup>nd</sup> Deliver & Collection: *Reid Building*

**ARRIVAL AT: CCB 1.30 pm**  
Deliver & Collection: *Main Building*

**ARRIVAL AT: 101 CURRIE ST 1.35 pm**  
Deliver & Collection: *Level 1 Front Office*

**ARRIVAL AT: CITY WEST 1.45 pm**  
Collection Only *Mail Room - Hans Heyson Building*



## Delivery & Mail collection Schedule

### Magill, Parafield & Mawson Lakes campus

**ARRIVAL AT: MAGILL** **12.45 pm**  
Delivery & Collection: *Main Building*

**ARRIVAL AT: PARAFIELD AIRPORT** **1.15 pm**  
Delivery & Collection *Main Building*

**ARRIVAL AT: MAWSON LAKES** **1.15 pm**  
Delivery & Collection: *Mail Room & IPC Delivery*



## StarTrack Courier Online User Guide

**UNISA**

**Logon: UNISA**

**Password: (CCC)**

## 1. Login Screen

# Internet Booking Guide



Booking online with StarTrack Courier is fast and easy. You'll find instructions below to take you through the simple procedure to book your next courier on-line and track its progress

Launch your web browser and type [startrackcourier.com.au](http://startrackcourier.com.au) into your browser URL address line. This link will land you on the 'Make a booking' tab.

Select the state where you are located from the dropdown box, type in your client code and your password. Click [Login](#).

You are now logged in.

## 2. Welcome Page

On the Welcome page, you are presented with the following options:

- **Query Job:** provides you with job tracking & comprehensive POD information.
- **Add Job:** allows you to book a delivery, with all major fields pre-populated.
- **Addresses:** saves time by storing your most used pick-up and delivery addresses.
- **Manifest:** enables you to book in a number of items for delivery at the one time.

To book a courier, select [Add Job](#).

### 3. Book a Job

**Add Job**

Query Jobs | Add Job | Addresses | MyProfile

**Pickup/Delivery Details**

**Pickup Details** | **Save** | **Delivery Details**

Contact:

Phone:

Company:

Address:

Mark:

**Billing**

Cost Centre:

Reference:

**Additional Job**

Ready Time:

Priority Time:

Notifications (Email Address (SMS))

Booking:

Printed:

Delivery:

Item Barcode	Width (mm)	Height (mm)	Depth (mm)	Weight (kg)	Color Weight (kg)	Calculate Price & ETA
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate Price &amp; ETA"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Book Job"/>

The **Add Job** page will load. Fill in all the fields – they contain the necessary information we need to process your job.

Once the details are entered, press **Calculate Price & ETA** to work out the estimated time of arrival (ETA). You can select a slower or faster service if the ETA does not fit your requirements; simply press the **Calculate Price & ETA** button again after selecting a different service to obtain an updated ETA.

If your item is not ready now, you can set a future time in **Ready Time** for you booking. You can also receive delivery notification by email or SMS. Just check the box and enter your email address/mobile phone number in the space provided and we will notify you when your item has been delivered.

### 4. Query a Job

**Query Job**

Query Jobs | Add Job | Addresses | MyProfile

The appearance of job-up and delivery times on this query screen may be delayed by factors outside StarTrack Courier's control. Call 13 13 20 for more information. Order dates using normal daylight saving. You do not have to fill everything.

Show courier jobs  Show both jobs  Show not run jobs

From Office:  To Office:

Job No.:  Item Barcode:

Cost Centre:  Reference:

Pickup Details:  Delivery Details:

Records shown are 001 excludes

Job No.	Job Date	Cost Centre	Reference	From	To	Pickup	Delivery (Failed attempts)	Status	Price \$
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#### Query (Job List View)

Check on jobs through the **Query Jobs** tab to see all your pending, completed and work in progress bookings.

Pending jobs can be modified (if not yet allocated or in progress) by contacting StarTrack Courier customer service on 13 13 20.



## 5. Job Detail View

**Job Details**

Query Jobs | Add Job | Addresses | Manifest

Job 405682 on 06/06/2014 11:21am

Job List | Book another job | Book similar job | Labels

**Pickup**

Company: COMPANY ADDRESS  
Address: 123 EXAMPLE ST  
Address:  
Suburb: MELBOURNE  
Postcode:

**Delivery**

Company: NEW CLIENT  
Address: 1 NEW ST  
Address:  
Suburb: DOORLAKES  
Postcode:

**Tracking Information**

Service Type: IMMEDIATE PRIORITY COURIER  
Status: Delivered  
Recipient:  
Client Centre:  
Reference:  
Booked By: SM  
Delivery ETA: 06/06/14 12:10  
Book Type: BCL 1P 10 24  
Further Details:  
Quantity: 1  
Total Weight: 0  
Price E: \$571 (inc GST)  
Length: 1

### Query (Job Detail View)

When you query an individual job from the list screen, all details for that job can be checked on one screen.

The [Query Job](#) page is also displayed after clicking the Book Job button which confirms the booking and displays the booking number and job [price](#).

Clicking the [Labels](#) button downloads a consignment label in PDF format to your computer for printing and affixing to your item.

## 6. Frequent Addresses

**Your Frequent Addresses**

Query Jobs | Add Job | Addresses | Manifest

**Find**

Click on the Select button to use the address.

Add New Address

Key	Company Contact Name	Address	Suburb Location Postcode	
	EXAMPLE CO 4 STAFF ADDRESS 1	123 ST ST	MELBOURNE	Select Edit

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### Address Book

Under the [Addresses](#) tab, you'll find stored address details. There's a [Save Address](#) shortcut on the [Enter Job Details](#) page to store addresses directly to the Address book so there's no need to enter addresses manually in the [Address Book](#) listing.

You can maintain addresses and update details here by clicking on the [Edit](#) button and changing details as required.

This helps to make your booking with StarTrack Courier fast, easy and accurate.



## Key StarTrack Courier Contacts

“Who should I call  
for help with ... ”

## Adhoc Courier

- Make a booking & Track your Delivery

➤ [www.startrackcourier.com.au](http://www.startrackcourier.com.au)

### UNISA on Account:

- Logon: UNISA
- Password: (Cost Centre Code)

- Enquires

➤ PH 13 13 20

➤ (quote above “Logon” or  
“Account” number)

➤ Any Phone bookings require  
your Australia Post Charge  
Account number

## Courier Set Runs

- Changes to run details

- *To request a new service, or changes to an existing service, please contact*

- ***[fmassist.cityeast@unisa.edu.au](mailto:fmassist.cityeast@unisa.edu.au)***

- ***[lee-anne.johns@unisa.edu.au](mailto:lee-anne.johns@unisa.edu.au)***



Questions?



# GENERAL QUESTIONS

- Where can I find this information?
  - Contact Guides will be available from FM Assist
- Can I send Biological material or samples?
  - Links to the Dangerous goods guide is available on the Contract Guide on the Intranet site
- Mail related stationary orders \*\* Note change of process
  - All orders are to be sent via email to [postbusinessdirect@aupost.com.au](mailto:postbusinessdirect@aupost.com.au) or via the National Contact Centre on 13 11 18



# GENERAL QUESTIONS

- How do I get an IPC or Australia Post Account Number?
  - All enquires must come via FM Assist – Lee-Anne Johns
- I can't find my mail/parcel?
  - Double check in the mail room in the first instance
  - Contact the National Contact Centre on 13 11 18 (only if tracking available on item)
- Please check online for up to date information





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