

Sales Fact Sheet

Dimension Weigh Scan (DWS)

26 February 2013

What is the DWS Project?

As part of our future network strategy we are deploying new DWS equipment across the network, in addition to our current Cubiscan equipment, which will increase our ability to record actual dimensions and weight of parcels accepted into our network.

Today less than 1% of all parcels accepted into our network are measured for actual dimensions and weight, which represents possible revenue leakage of approximately 6% of all parcel volumes.

By deploying DWS equipment we can record a parcel's dimensions and weight and use this information to better inform our network, identify possible areas of revenue loss and accurately charge our eParcel customers.

How will we record the actual dimensions and weight?

We will capture a parcel's dimensions and weight at the originating parcel facility (i.e. the facility closest to where the customer lodges) or at the terminating parcel facility (for cross docked items). This will ensure that we do not impact the processing or delivery of a parcel whilst it is in our network.

Will we measure all parcels?

We will record the dimensions and weight for all parcels that have an Australia Post recognised bar code format and that are processed on a LPSM (Large Parcel Sorting Machine). This information will be used for statistical purposes.

When will DWS begin?

DWS equipment will be phased in across our bulk lodgement sites from May 2013, commencing with

Melbourne in May, and Sydney and Brisbane in June.

What does this mean for our customers?

From May 2013, eParcel customers will be invoiced based on the actual dimensions and weight of the parcels they lodge, and in accordance with the volume discounts in their contract.

There may be a delay of up to five business days before the actual charges for parcels and the adjusted variances are displayed on the 'Print Manifest Report' in the eParcel system due to the reconciliation that needs to take place.

For non eParcel customers there will be no changes at this time.

What do I tell my customers?

Unless directed by the DWS Project Team or the Parcels Product Sales Team, please do not discuss DWS with customers at this time.

In February we will hold sales information sessions to answer any questions you may have and provide you with further information on how and when to engage your customers as well as the customer escalation processes and customer support.

Following the sales information sessions, we will provide a courtesy notification of the DWS changes to eParcel customers as part of the 8 March Service Communication letter.

What do I need to do?

If you are aware of ANY eParcel customer who may have had Clauses 5.2 and 5.2.1 changed or deleted from their eParcel contract, please notify your manager and Brenton Spear in the DWS project team.