

Australia Post partner with Doodle to create Australia's largest collect and return network

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Australia Post Collect & Return™ will offer shoppers the choice to collect and return online shopping at a diverse network of locations including Post Offices, 24/7 Parcel Lockers supermarkets, pharmacies and department stores nationwide.

At launch, the network of retail partners will include selected IGA supermarkets, Priceline pharmacies, Aventus Group shopping centres and selected assets managed by 151 Property Retail. This will grow in the new year, offering shoppers extended trading hours and convenient locations to collect and return their online shopping.

The partnership will build on Australia Post's existing network of over 4300 Post Offices, parcel lockers in more than 350 locations and 15,500 Street Posting Boxes to make it even easier for customers to choose where and when they collect and return their online shopping.

Customers will be able to select their most convenient location from a map offered in the checkout of their favourite online retailers, functionality powered by Doodle technology. Notifications will be sent to customers advising when parcels are ready for collection.

The first merchants offering customers access to the Australia Post Collect & Return™ network include Booktopia and

Peters of Kensington with the new locations being made available in their online checkouts in early 2020.

Returning items will also be quicker and easier, with shoppers able to register returns online which will generate a barcode for them to present in-store, without needing to print a label. Post Offices and retail partners scan the customer's barcode and accept the parcel over the counter, for Australia Post to return.

Australia Post General Manager Parcel and Express Services/Intermediaries Ben Franzi said it was about making it even easier for Australians to shop online.

"We are determined to provide our customers with services that make their online shopping experience seamless and even easier to access," Mr Franzi said.

"We're excited to be working with Doodle and retail partners to give customers the flexibility they've been after, the ability to collect and return parcels when and where it suits them."

Privately owned and chaired by Travelex founder Sir Lloyd Dorfman CBE, Doodle, is providing the underlying technology powering the new service. A pioneer in eCommerce collect and return, Doodle is also a trusted solution provider to leading international retailers.

Justin Dery, CEO of Doddle Asia-Pacific, said that combining Australia Post's unrivalled delivery network with Doddle's parcel collect and return technology, creates a major step-change in the Australian eCommerce delivery landscape.

"'Pick-up' services are the fastest growing delivery option globally and with 35% of Australian consumers picking up an online order last year, the potential in this market is huge," Mr Dery said.

"We look forward to working with Australia Post to provide greater convenience to consumers and support online retailers with delivery solutions that drive customer loyalty."

Potential retail partners and online retailers are currently being invited to express their interest in joining the Australia Post Collect & Return offer.

Source: [Australia Post](#)

