Aussie online shoppers urged to download AusPost App

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October is Cyber Awareness Month and Australia Post is encouraging customers to download its free AusPost app to better protect themselves and their personal information. Ahead of the yearâ€™s busiest shopping season, Australia Post is reminding shoppers the AusPost app is the best way to get trusted, accurate and legitimate delivery notifications that protect customer security.

All too often customers are targeted with fake scam text messages and emails about parcel deliveries, prompting them to click links in an attempt to gain personal or financial information. The AusPost app provides customers with a secure place to receive updates and tracks parcels along their journey. Recently, Australia Post updated the functionality to include in-app notifications for missed deliveries and parcel collection (which can be accessed once customers enable in-app notifications in their app settings).

Out of the 11 million Australians who have registered MyPost accounts, less than half of these customers (5.1 million) actively use the AusPost app. Customers who have the AusPost app get access to the following features for Australia Post parcels that can be matched to their MyPost Account:

Estimated delivery timeframe notifications
Real-time delivery updates and instant push notifications
Contactless access to Parcel Lockers
Photos of Safe Drop Images
Seamless redirects to Parcel Lockers or Post Offices

Michael McNamara, Australia Post Executive General Manager Digital, Technology and Data, said the AusPost app is the most trustworthy way to get Australia Post delivery updates.

“We know the AusPost app is a popular and trusted source of information for users, with customers using it an average of 12 times a month. Users are also more likely to use delivery choices like Parcel Lockers and Safe Drops and less likely to contact the call centre compared to non-app users,” Mr. McNamara said.

Professor Monica Whitty, Head of Department Software Systems and

Cybersecurity at Monash University said: "Online shopping for Christmas presents has become the norm. However, shoppers need to be mindful of the multitude of online scams; for example, websites created by scammers, many of which look at first glance to be genuine, and scammer texts that appear to come from Australia Post or other couriers which trick consumers who are expecting a delivery.

"I encourage shoppers, who are seeking out the perfect gift for their loved ones, to stop and check the authenticity of the website, even if it is a familiar vendor, consider using apps of well-known vendors, check the source of a text, and never click a link - even if it appears to be a genuine source as it will most likely download malware onto your digital device."

The AusPost app is ranked one of the top business apps in Australia1, which is regularly upgraded to support and protect customers.

Source: Australia Post

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