International Post Corporation

Australia Post introduces App Collect

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Australia Post has this week rolled out App Collect, a new feature in the Australia Post app that allows eligible customers to collect parcels at the Post Office without showing physical ID. Using their verified Australia Post app, customers can collect eligible parcels linked to their account, making parcel pick-up faster, easier and more convenient.

The national launch builds on the growing number of ways customers can manage their deliveries through the Australia Post app.

Eligible customers will receive an "Awaiting Collection" notification when App Collect is available, allowing them to simply present the collection QR code in the app when picking up their parcel.

Executive General Manager, Retail, Brand and Marketing Josh Bannister, said App Collect reflects customers' preference for simple, digital ways to manage their parcels.

"Customers tell us they want delivery and collection experiences that fit seamlessly into their day, and App Collect is another way we're responding to those changing expectations.

"By giving customers the option to use their verified Australia Post app instead of physical ID, we're making parcel collection faster and more convenient while creating a smoother experience in our Post Offices. It's about giving customers greater choice and flexibility, using a trusted digital tool many already rely on to track and receive deliveries," said Mr Bannister.

Australia Post research shows around one in four customers have forgotten to bring ID when collecting a parcel. By giving customers another way to verify their identity using their Australia Post app instead of physical ID, App Collect helps address this common frustration while creating a smoother and more convenient parcel collection experience.

Customers can download the AusPost app from the Apple App Store or Google Play and sign up for a free MyPost account to access App Collect when available for eligible parcels.

Source: Australia Post