

NZ Post update on services during Alert Levels 3 and 2

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NZ Post and its people will again proudly step into the role of essential service provider for Aucklanders and businesses selling their items online. NZ Post is continuing to provide delivery services in Alert Level 3 in Auckland and Alert Level 2 nationwide.

“We are committed to keeping our people, and New Zealanders, safe. From today, our delivery people will be reintroducing ‘contactless’ delivery and keeping a two metre distance from all members of the public. This applies to all of New Zealand,” says NZ Post Chief Customer Officer Bryan Dobson.

“While you may be excited to receive your item from us, we ask everyone to please strictly respect the two metre rule for our people, and to not approach Couriers and Posties as they deliver your items.

“In Auckland, our teams will be wearing masks when in public places, in keeping with Government guidelines. Note that our people are not required by the Government to wear a mask when alone in their vehicles. Across the country, we are ramping up hygiene practices, including washing of hands, physical distancing in our processing sites, and other safety measures.

“If you need to visit your local PostShop, it is best to check our store locator for the most up to date information on whether your local PostShop is open, as this will vary within Auckland.

“Outside of Auckland, PostShops will remain open, but are following safety guidelines including high hygiene standards and physical distancing of two metres. If customers have an item they wish to send they can also do so

by booking a contactless pick-up using Print Postage Online

“If you’ve got a query about your item or our services, please visit our website where commonly asked questions are being updated regularly with answers and information. Our call centre is in the process of setting up Alert Level 3 arrangements – with some of our customer care teams working from home and some working in a physically distanced way in one of our sites. We expect there may be some disruption today as they make this change, so please check the website in the first instance for information on your query.

“At this stage it is too early to tell what the impact of these Alert Levels might be on the quantity of online shopping we receive to deliver, but we are currently working with businesses who send large volumes of items to forecast what we might see in the coming days and weeks.

It is possible that a sustained increase in the number of parcels coming in over a short period may lead to some delays, however we promise customers we will provide regular updates if this is the case.

“We want to reassure customers that we are applying what we learnt last time to help keep deliveries flowing smoothly, while prioritising the safety of our people and all New Zealanders,” says Bryan Dobson.

Source: [New Zealand Post](#)

