

Australia Post Cartridge

Frequently Asked Questions (FAQ's)

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Integrated Shipping Cost Calculation

Shipping cost is a key part of the cost of doing business online. You can make or stop sales by not having the correct shipping method or shipping cost calculation.

Australia Post is the most used method for shipping products that are sold online in Australia. They have post offices or agents in most towns in Australia.

When your customers browse your products online they will not get the complete cost until they see shipping. So that is where we see the highest basket dropout rate. By showing the exact shipping cost based on your customers postcode you are increasing the chance that you will get a sale. Also you are ensuring that your costs are correctly covered.

How does the Australia Post cartridge work?

The Australia Post cartridge connects to the Australia Post server in real-time to calculate shipping costs for your order. It is designed to give accurate results when shipping heavy items, such as books. If you are selling mainly lighter items such as jewellery or baby clothes you will probably find that the results will not be as accurate.

It will return similar values to what you'd get using their online Postage Assessment Calculator.

The screenshot shows the Australia Post website's 'Calculate postage' page. At the top, there is a navigation bar with the Australia Post logo, a home icon, and links for 'Personal' and 'Business' services. A search bar is also present. Below the navigation, the main heading is 'Calculate postage'. The page includes a brief description of the calculator's purpose and instructions on how to use it. There are two main sections: 'Sending letters' and 'Sending parcels'. Each section has two buttons: 'Within Australia' and 'Internationally'. On the right side, there is a 'Shop online' sidebar with a shopping cart icon and a list of services: 'Calculate postage', 'Send a parcel', 'Track an item', 'Find a postcode', 'Convert currency', and 'Pay a bill'. Below this is a 'Related FAQs' section with a link to 'Where is my tracking number'.

What settings do I need to check in the MBO to make sure the cartridge works properly?

Settings > Basket Settings > Registration

Form field	New registration		Billing address		Delivery address	
	Visible	Required	Visible	Required	Visible	Required
Email address	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Password	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Salutation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
First name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Middle name(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surname	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Display name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address extension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Street	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Street (2nd line)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City/Town	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Postcode	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Suburb	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Country	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tax ID	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tax number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ensure that Postcode is set as **Visible** and **Required** using the tick boxes that are in the registration fields. Make sure you save the settings after any changes are made.

If Country is not enabled, Australia will be used by default.

Settings > Country Settings > Countries

Language / Country	Visible	Default	Default Language	Default Currency
English	<input checked="" type="checkbox"/>		EN	
Australia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		AU
New Zealand	<input checked="" type="checkbox"/>	<input type="checkbox"/>		NZ
Canada	<input type="checkbox"/>	<input type="checkbox"/>		
United Kingdom	<input type="checkbox"/>	<input type="checkbox"/>		
Ireland	<input type="checkbox"/>	<input type="checkbox"/>		
United States	<input type="checkbox"/>	<input type="checkbox"/>		
Default entry				

In this example, we have two countries – Australia and New Zealand

Quantity	Name
2 piece(s)	product1
Subtotal	
Coupon code	<input type="text"/>
Delivery method	<input type="text" value="Postal Service"/>
Payment method	<input type="text" value="free"/>
Total amount	
Total amount (without Tax): \$403.64	
Including Tax of: 10 %: \$40.36	

Ensure that all the countries you have selected have an appropriate shipping method.

For example, if you have selected "Australia" and "New Zealand", make sure at least one of your shipping methods is valid for Australia, and another for New Zealand.

Products > Products > *select a product* > General

▼ Delivery details

Delivery weight (for 1 piece(s)) ⓘ

Dimensions

Length	<input type="text"/>	mm	Height	<input type="text"/>	mm	Width	<input type="text"/>	mm
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Possible delivery methods [↪ Edit delivery methods](#)

- Shipping by Toll
- Temando
- Australian Delivery
- Australia Post**
- International Delivery
- fixed price

All your products must have a weight set.

You must ensure that the Australia Post shipping method is available if you want this product shipping calculated by Australia Post calculation.

NOTE: All shipping methods that you have will be by default selected.

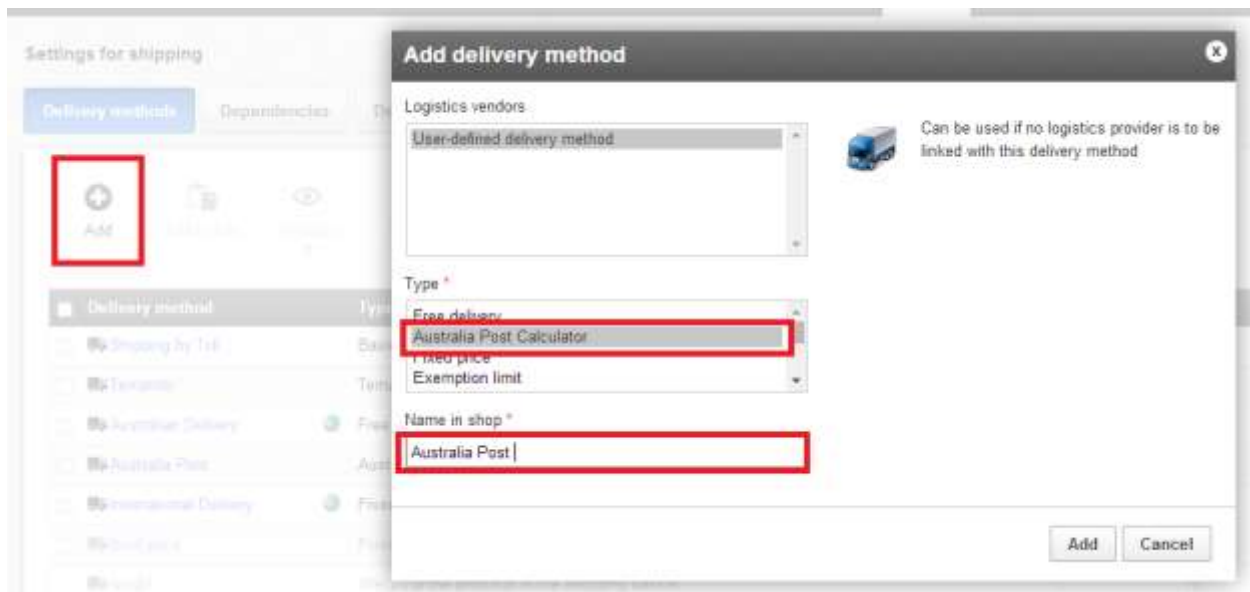
Shipping methods using Australia Post calculator

You can create a new shipping method using the Australia Post calculator by going to:

Settings menu >> Delivery >> Click on the Add shipping method button.



You need to select Australia Post calculator and then enter a name and click Add.







NOTE: If you are shipping internationally or even just want multiple shipping options such as express and regular parcel then you need to add the Australia Post calculator multiple times with different names and settings.








MAKE THE NAMES THAT YOU CHOOSE MEANINGFUL TO YOUR CUSTOMERS

Setting up the calculator

Settings > Delivery > Australia Post

Delivery methods
Dependencies
Delivery options


 Add
 Add to tray
 Visibility
 Delete

Delivery method	Type
<input type="checkbox"/>  Shipping by Toll	Basket Weight and Region Automatic
<input type="checkbox"/>  Temando	Temando
<input type="checkbox"/>  Australian Delivery	 Free delivery
<input type="checkbox"/>  Australia Post	Australia Post Calculator
<input type="checkbox"/>  International Delivery	 Fixed price

NOTE: The Delivery method name displayed will depend on what you have chosen for the name when you set up the delivery method

Settings > Delivery > Australia Post > Settings

General
Settings
Customer groups

 **About the Australia Post Calculator**

The Australia Post Calculator returns delivery estimates in AUD only, based on the weight of the items. Please ensure you set a valid weight for each of your products.
Tip: For currencies other than AUD, set the multiplier to (at least) the exchange rate to get an estimate in that currency.

Tax Class GST (10 %) ▼

Lodgement postcode * 2111

Delivery options

Delivery service type
 Express Parcels (domestic) ▼
 Regular Parcels (domestic)
Express Parcels (domestic)
 Air Mail (international)
 Sea Mail (international)
 Express Courier International Document
 Express Courier International Merchandise
 Express Post International

Business days to process an order

Total Delivery time = Days to process at

Show delivery time

Weight options

1. Tax Class should always be GST (10%) in Australia but can be no gst if the delivery method is only for international
2. The Lodgement Postcode is the postcode of the suburb where your parcels are shipped from.
3. Delivery options are the services that you select from Australia Post there must be one delivery method setup for each service and each must have a different name.

Show delivery time Yes No

Weight options

Weight of packing material * gram(s)

Maximum weight of basket allowed * kilogram(s)

The basket weight + weight of packing material must be less than the maximum weight of basket allowed

Show total weight Yes No

Calculation of the weight of the products is performed in
Weight Unit

Calculation of delivery costs for orders in \$ (Australian Dollar)

Free delivery when total value of products equal or greater than \$

4. You must add default parcel packaging weight
5. The maximum allowable weight is 22 kilograms
6. Select a weight unit that is the same as in your products
7. You can turn on the exemption feature by entering an order value this will make shipping free over that order value (in the example over \$150.00 shipping is free).

Basket weight from	Basket weight to	Multiplier	Base price (Gross)
0 g	< 1,000 g	1	\$5.00 \$
1,000 g	< 2,000 g	1	\$5.00 \$
2,000 g	unlimited	1	\$5.00 \$
<input type="text"/> g		<input type="text"/>	<input type="text"/> \$

Calculation: Delivery costs = Australia Post Calculator Estimate * Multiplier + Base Price

Calculation of delivery costs for orders in £ (Pound Sterling)

Free delivery when total value of products equal or greater than £

Basket weight from	Basket weight to	Multiplier	Base price (Gross)
0 g	unlimited	1	£0.00 £
<input type="text"/> g		<input type="text"/>	<input type="text"/> £

Calculation: Delivery costs = Australia Post Calculator Estimate * Multiplier + Base Price

8. The multiplier should always be 1 for Australia
9. The base rate will be added to the calculated price from Australia post

NOTE: The fields for multiplier and base rate must be filled in.

10. You can set up costs for different currencies if you have multiple currencies defined in the shop in this situation the multiplier will be equal to the exchange rate for that currency.

Does the APC validate the customer's address?

Yes, the Australia Post calculator sends the customer's postcode, country and the desired Aus Post service to the Australia Post server, and if they are incompatible (for example, a domestic service for an overseas address), the Australia Post server will report an error, which the customer will see when trying to enter their address in your storefront.

They won't be able to complete the order until they've fixed their address or chosen a different shipping method.

Therefore you can rest assured that the shipping method selected by your customers will always be 100% compatible (in terms of postcode and country) with the Australia Post service selected.

What are the "multiplier" and "base price"?

The multiplier and base price are used by the Australia Post cartridge in the calculation of final delivery costs:

Delivery costs = Australia Post server Estimate * Multiplier + Base Price

Therefore it is important to understand that if you have set your multiplier to something else than 1, and the base price to a value greater than 0, your delivery costs and the estimate returned by the Australia Post server will be different.

There are several ways you can use these values:

- You could have multiplier = 1, and a base price set to a value to **recover the costs for handling and shipping.**

- **If you are selling in different currencies**, you could set the multiplier to the appropriate exchange rate for that currency in AUD, since the values returned by the Australia Post calculator are always in AUD.
- If you want to use **prepaid Australia Post satchels**, you would set the multiplier to 0 and the base price equal to the value of the satchel.

Calculation of delivery costs for orders in \$

Basket weight from	Basket weight to	Multiplier	Base price (AUD)
0 g	unlimited	1	\$
			\$
Calculation: Delivery costs = Australia Post Calculator Estimate * Multiplier + Base Price			

Calculation of delivery costs for orders in NZ\$

Basket weight from	Basket weight to	Multiplier	Base price (AUD)
0 g	unlimited	1	NZ\$
Calculation: Delivery costs = Australia Post Calculator Estimate * Multiplier + Base Price			

Calculation of delivery costs for orders in \$

Basket weight from	Basket weight to	Multiplier	Base price (AUD)
0 g	< 500g	0	\$5.50
501 g	unlimited	1	\$0.00
			\$
Calculation: Delivery costs = Australia Post Calculator Estimate * Multiplier + Base Price			

For example, if you wanted to use the 500g Parcel Post Satchel: 0 -500g: multiplier=0, base price=\$5.50
 501g -unlimited: multiplier=1, base price=0
 For all orders < 500g, the price will be \$5.50 For orders>501g, the price will be whatever the Aus Post server returns.

What is "days to process an order"?

This is the time it takes you to ship an order after it is received, i.e. the time it takes you to pack the order and bring it to the Australia Post office.

Therefore the total delivery time (which you can choose to show on the order confirmation) is:

Total Delivery time = Days to process an order + Australia Post Calculator Estimate

How does the APC calculate shipping costs?

The Australia Post cartridge uses the values returned by the Australia Post server as well as the multiplier and base price you have set in the MBO to calculate the shipping costs.

For example, if these are the settings in the MBO:

- Lodgement postcode: 2204
- Days to process an order: 2
- Aust Post service: Express Parcels (domestic)
- Weight of packing material: 100g
- Basket weight from 0 to unlimited: multiplier=1, base price=0 for a basket weighing 1710g:
- Total weight: 1710g + 100g = 1810g
- Destination postcode: 4106

The APC sends:

- The total weight of the basket= 1810g
- Lodgement postcode: 2204
- Destination postcode: 4106
- Destination country: AU
- Service: Express Parcels (domestic)
- A dummy volume (10x20x30cm)

The Australia Post server returns:

- Shipping cost: \$18.20
- Business days for delivery: 1

The APC uses these values:

- Final shipping cost = \$18.20 x multiplier + base price = \$18.20 x 1 + 0 = \$18.20
- Estimated business days for delivery = days to process an order + business days for delivery = 2 + 1 = 3

Can I use prepaid satchels with the Australia Post cartridge?

Yes, you can. Just set the multiplier to 0 and the base price equal to the value of the satchel for the weight for which the satchel is valid. Here is an example of how you would set it up:

Basket weight from	Basket weight to	Multiplier	Base price (\$/kg)
0g	500g	0	\$5.50
501g	unlimited	1	\$0.00

Calculate shipping costs = Australia Post (Australia Post) * Multiplier + Base Price

If you wanted to use the 500g Parcel Post Satchel:

0 - 500g: multiplier=0, base price=\$5.50 501g - unlimited: multiplier=1, base price=0

For all orders < 500g, the price will be \$5.50 For orders > 501g, the price will be whatever the Aus Post server returns.

Why does the Australia Post cartridge keep giving me the wrong shipping cost?

The Australia Post server uses the "cubing rule" to determine whether to use the weight of the package or the volume to calculate the shipping costs.

Because it is not possible to know in advance the volume of a package, the Australia Post cartridge uses a dummy volume (10x20x30cm) which is small enough so that in most cases the weight (rather than the volume) will be used to calculate the shipping costs.

If you are sending light items in big boxes, then you'll probably find that you will be paying for the volume of the box rather than for the weight. In this case you might consider using prepaid satchels or a different shipping method.

For more information about the cubing rule please check the [Australia Post site](#).

You can read more about how the [Australia Post cartridge calculates shipping costs](#) or how to use the ["multiplier" and "base price"](#) .

Help! I'm not getting any shipping costs when I place a test order!

Please check that you have set a multiplier and base price for the shipping method. Also ensure that all your products have a weight set.

[Read more about how to make sure the cartridge will work correctly for you.](#)

What values does the Australia Post cartridge send to the Australia Post server?

The Australia Post cartridge sends:

- The total weight of the basket: weight of the products + weight of packing material
- Lodgement postcode
- Destination postcode
- Destination country
- Australia Post service (Regular Parcel, Express Parcel etc...)
- A dummy volume (10x20x30cm)

What values does the Australia Post server return to my shop?

The Australia Post server returns these values to your shop:

- Shipping cost (in AUD)
- Business days for delivery

The shipping cost value will be used by the Australia Post cartridge to [calculate final delivery costs](#).

What Australia Post services does the cartridge support?

The Australia Post cartridge can provide you with shipping costs estimates for these Australia Post services, which you can select from the drop-down menu in your settings:

Domestic

- Regular parcels
- Express parcels

International

- Air mail
- Sea mail
- Express Courier International (ECI) document
- Express Courier International (ECI) merchandise
- Express Post International

The Australia Post cartridge cannot be used to estimate costs for other Australia Post services such as business services.

Where can I read the Terms of Use for using this Australia Post service?

The Australia Post cartridge uses the Australia Post eDeliver Delivery Rate Calculator. Please make sure you read the [Terms of Use](#) and comply with them.