



## eCorner and ePages Integration and User Guide

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## Introduction

This document describes the functionality and setup of eCorner 'Australia Post Calculator' delivery methods for Contract Account and Retail Pricing delivery costs using the delivery services of Australia Post and/or StarTrack (a division of Australia Post). The calculator allows your customer to get the shipping cost for an order (shopping basket) and adds that cost to the order when accessing the website.

**NOTE: the calculator does not calculate shipping cost for orders that are created by an administrator in the order administration area.**

If you are new to the 'Australia Post Calculator' we strongly recommend that you read this entire document before setting up 'Australia Post Calculator' delivery methods for your e-commerce shop. The sections of the document are arranged in the sequence of activities necessary to create the 'Australia Post Calculator' delivery methods.

If you have been an administrator for the previous version of the 'Australia Post Calculator' then you might want to focus on the new functionality described in 'Features' then the Website Administration sections 'Delivery Methods / Delivery service settings' and 'Satchels' then 'Contract Accounts' followed by the 'Store Front (the shop)' and the 'Summary'.

The 'Australia Post Calculator' has been enhanced to support Contract Account pricing using the Australia Post 'Shipping and Tracking' API for merchants who qualify for Australia Post and/or StarTrack Contract Accounts.

**NOTE: If you have a valid Australia Post and/or StarTrack Account then those credentials can be entered in the setting to enable account based pricing.**

The following pages explain how the merchant can setup 'Australia Post Calculator' delivery methods to use either Contract Account or Retail pricing.

**NOTE: All products in the online store must contain weight and dimensions (optional) in order to use this delivery method.**

## Delivery Method Features

- Delivery cost calculations use Contract Account pricing for a delivery method which has valid Australia Post and/or StarTrack Account credentials; otherwise Retail pricing is used.
- Delivery methods can be created based on Australia Post and/or StarTrack postage products (delivery services).
- Delivery methods can be created for Australia Post Satchels.
- Multiple delivery methods based on the same Australia Post or StarTrack delivery service can be created if required.
- Every delivery method has a minimum and maximum basket weight which can be selected as grams, kilograms, milligrams, ounces, pounds or tons. The default weight unit setting is grams.
- Delivery cost to a delivery address, country and post code is automatically calculated based on the weight and size of products in the shopping basket.
- A merchant can specify whether a delivery cost should be calculated for multiple packages if the customer's shopping basket exceeds the maximum basket weight of a delivery method.
- If a delivery method's minimum/maximum basket weight range is exceeded by a single product or by the total weight of all products in a customer's shopping basket (for a single package delivery cost calculation) then that delivery method is unavailable to the customer.
- A merchant can specify whether a default delivery cost is used if a delivery cost cannot be calculated by Australia Post (i.e. when Australia Post server is unavailable or Australia Post server returns an error during delivery cost calculation for a postal package which would normally conform to Australia Post restrictions). The merchant can setup a message which is displayed to customers during Checkout to advise that a default delivery cost is being used.
- A merchant can specify whether a customer is allowed to place an Order if a delivery cost cannot be determined for any reason (including default delivery cost not specified). Customers are advised that they will be contacted to discuss delivery costs and delivery arrangements.
- Contract Account or Retail delivery costs calculated by Australia Post / StarTrack can be adjusted by a multiplier as well as an additional base value. This enables a merchant to adjust delivery costs for handling fees, currencies, etc.
- The merchant can specify that delivery costs are to be rounded to a specific value (e.g. 5 cents, 1 dollar, etc) per shop currency.
- Customers can be offered free delivery when the total value of shopping basket products (excluding downloadable products) is equal to or greater than a specified value.
- Customers can nominate 'Authority To Leave' and/or 'Transit Cover' as well as being advised when 'Signature On Delivery' is required; depending on whether those options are available in the merchant's Contract Accounts.

## Website Administration

A shop administrator configures the e-commerce shop functionality using the Website Administration. When an e-commerce shop is created the owner is provided with a website address (URL) for the Administration together with an administrator Administration login and password. An administrator who is logged into the Website Administration can use the menu bar to navigate through the various Administration pages.

Before creating delivery methods there are other settings to be considered starting at the menu 'Settings'.



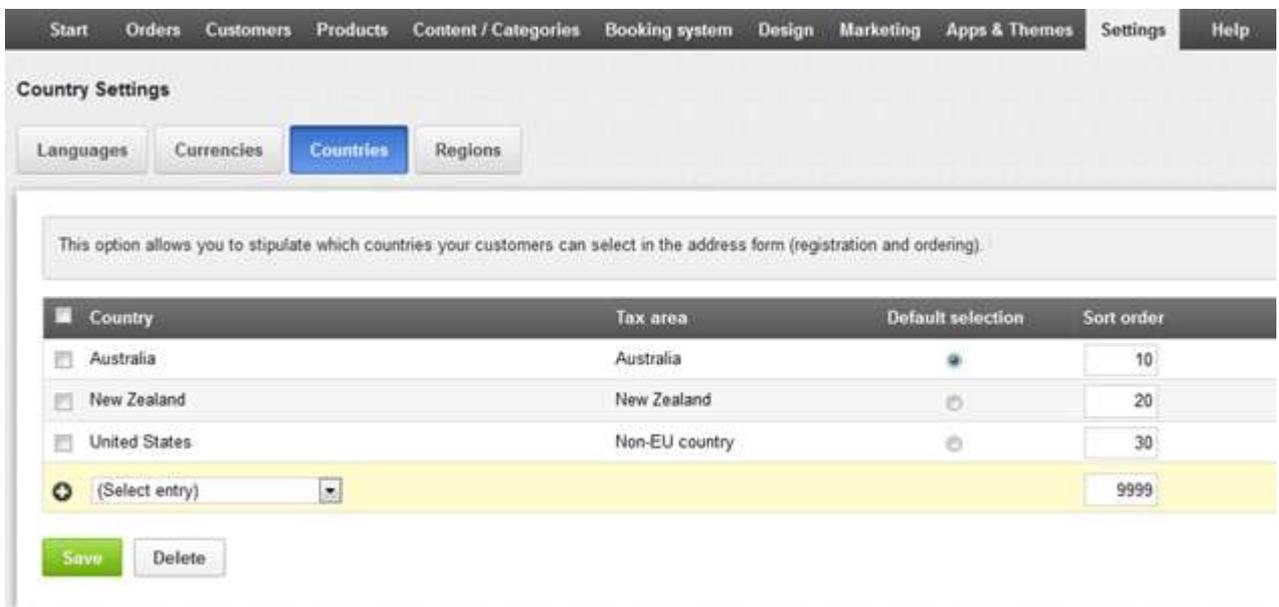
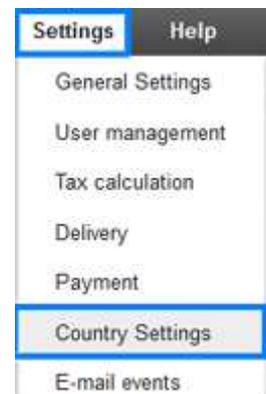
### Countries

Setup for Countries to be used in the e-commerce shop can be found at:

**Settings menu >> Country Settings.**

The merchant must specify a list of all countries to which the merchant wants goods to be shipped.

If a country is not in this list then customers cannot create an Order for delivery to that country.



The default Country would usually be set to where the shop primarily does business (e.g. 'Australia').

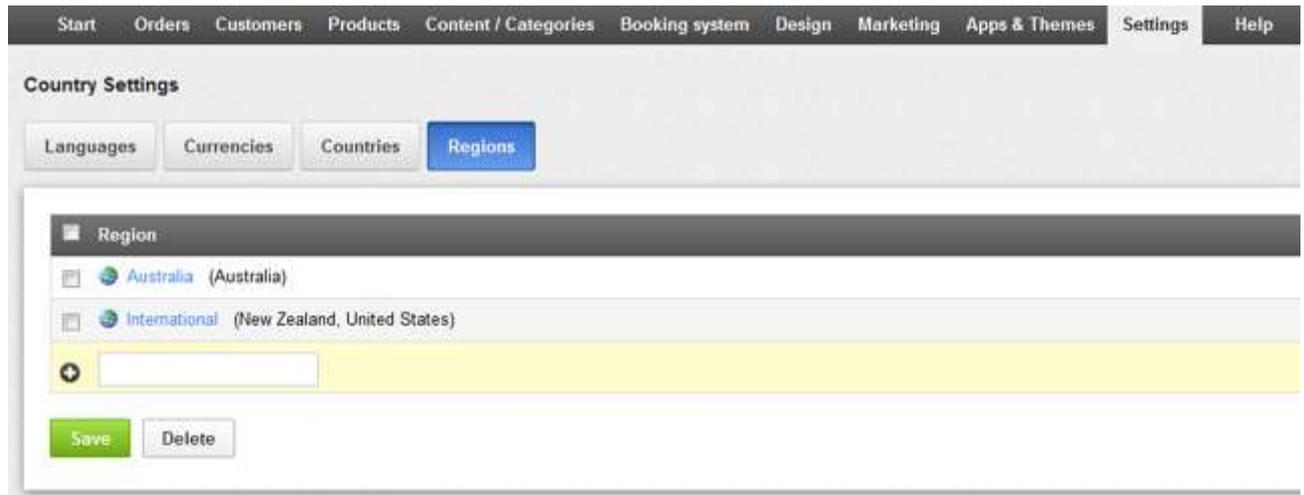
### Regions

A Region is a list of one or more countries. A Delivery method can be setup to deliver to countries in a Region or to all countries of the shop.

For example, an Australia Post domestic parcel delivery method can deliver parcels to only one country (i.e. Australia).

For this delivery method a Region would need to be created which includes just the country 'Australia'. Similarly, an Australia Post international Express delivery method would need a Region which includes countries, excluding Australia, to which the merchant is prepared to ship goods using that delivery method.

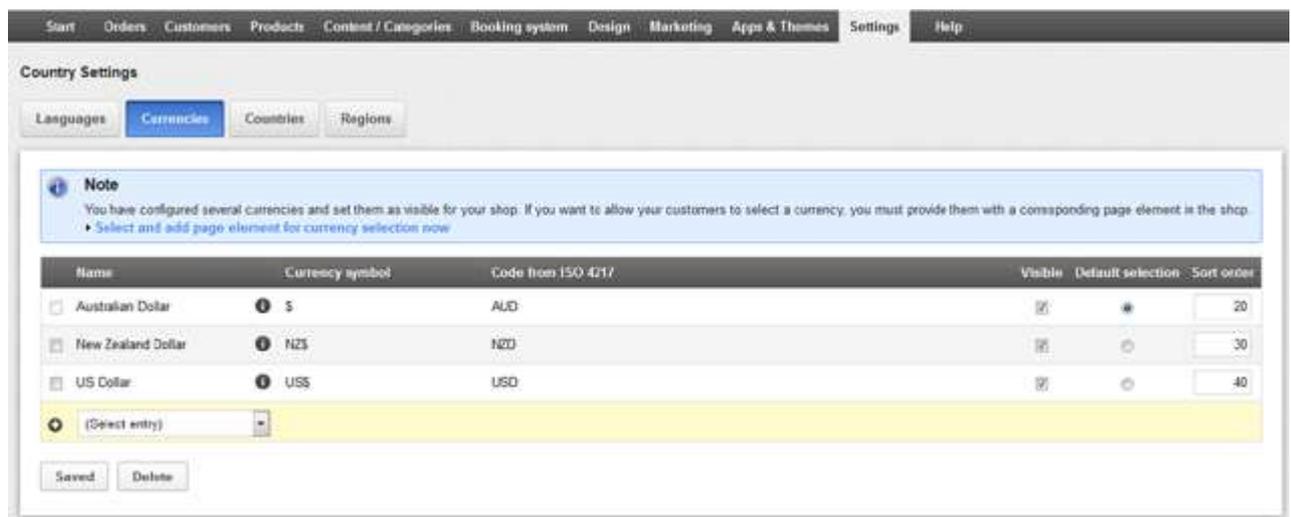
Regions can be found at **Settings menu >> Country Settings >> Regions**



## Currencies

The merchant must specify currencies that customers may use to purchase goods (limited to the number of currencies supported by the shop).

Currencies can be found at **Settings menu >> Country Settings >> Currencies**



**NOTE: A delivery method has settings defining how each currency is used for calculation of a delivery cost.**

## Basket Settings

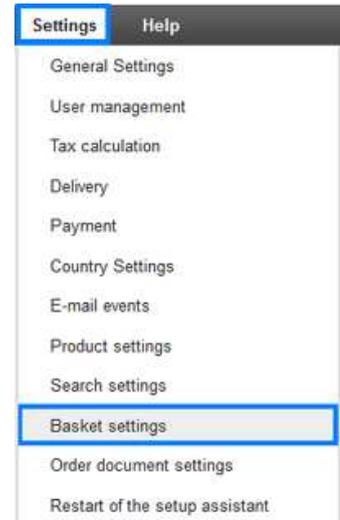
Basket settings can be found at **Settings menu >> Basket settings**

Basket settings are used for setup of various options for the shop. However, for delivery methods the only ones we are concerned with are the Basket 'Order process' and Registration 'Form field' items for addresses.

### Basket Order process

The format and functionality of the Order Checkout steps is defined by the Basket Order process.

Basket Order process can be found on the **Settings menu >> Basket Settings >> Basket page.**



Apart from the number of Checkout steps the main difference between the two processes is that the 'Classic' Checkout has selection of delivery and payment methods before the Address step. This means that when an address dependent delivery method is selected the Classic Checkout cannot display a delivery cost until the 'Check & Order' step has been displayed.

Other delivery methods which are not address dependent, such as free delivery or when based on value or weight of products in the shopping basket, can display a delivery cost at Step 1 (Basket) for both Classic and Individual step Checkouts.

The Individual step Checkout has the advantage that Step 3 (Dispatch type) displays all suitable delivery methods showing delivery costs on the same page so that the customer can immediately make a selection based on a direct comparison of the available delivery services and costs.

The choice of whether to use Classic or Individual steps should consider the types of delivery methods used and the merchant's preference.

## Registration addresses

A customer has a billing address to which documents such as invoices are addressed. When a customer creates an Order it can be shipped to the billing address or, alternatively, to a different delivery address.

The page at Settings menu >> Basket Settings >> Registration has the fields that should be used for addresses (e.g. Street, Suburb, Postcode, etc.).

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

All fields that should be displayed to the customer on the Address page during Order Checkout must be set to 'Visible'.

- All fields that are necessary for delivery of a package must be set to 'Required'.
- At a minimum this must include First name, Surname, Street, Suburb, State, Country and Postcode.
- Note that a customer's email address must also be set to 'Required'. The email address is used to send Order confirmation email and other documents.

## Creating Australia Post Delivery Methods

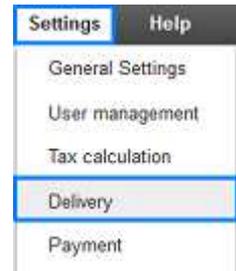
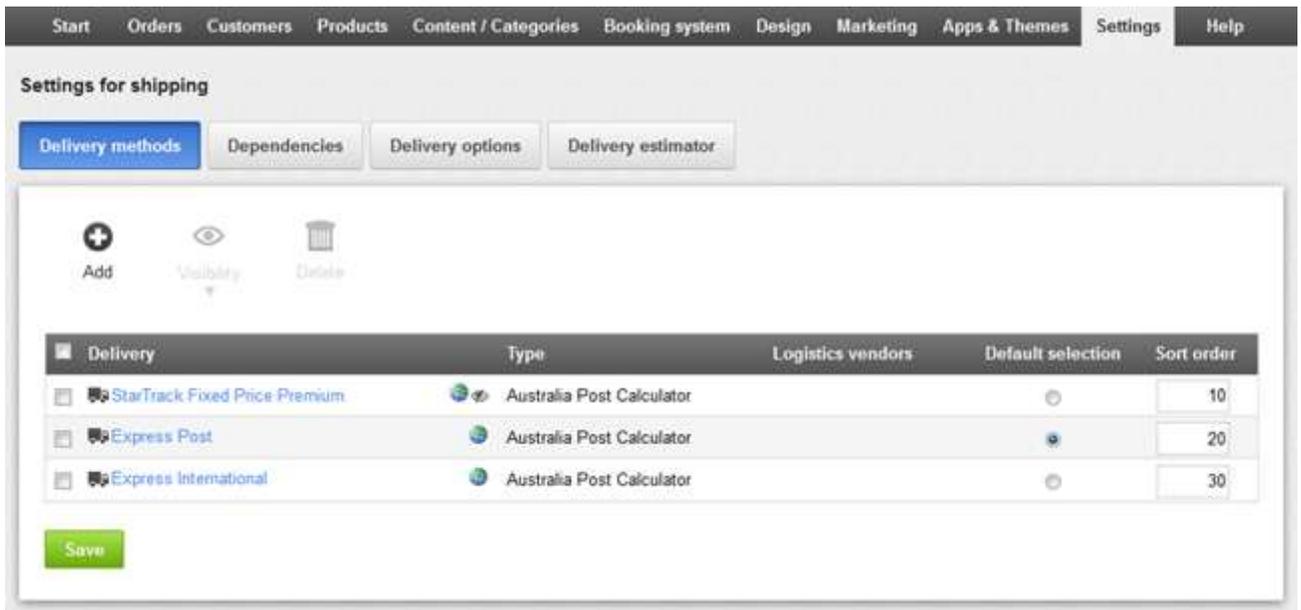
Delivery methods can be setup so a customer has a choice of shipping (e.g. Express Post, Express Post International, etc). After a customer has added products to the shopping basket a list of suitable delivery methods is displayed.

**NOTE: that the shopping basket may contain physical products and/or downloadable products. Delivery methods ignore downloadable products.**

A delivery method may be visible and selectable by a customer depending on how a merchant has setup various attributes/options (e.g. maximum weight, delivery country, etc).

The delivery cost for the delivery method selected by the customer is displayed in the shopping basket once a shipping address has been specified.

Delivery methods can be found at **Settings menu >> Delivery**

The screenshot shows the 'Settings for shipping' page with a navigation menu at the top. The 'Delivery methods' tab is selected. Below the navigation are icons for 'Add', 'Visibility', and 'Delete'. A table lists three delivery methods:

Delivery	Type	Logistics vendors	Default selection	Sort order
<input type="checkbox"/> StarTrack Fixed Price Premium	Australia Post Calculator		<input type="radio"/>	10
<input checked="" type="checkbox"/> Express Post	Australia Post Calculator		<input checked="" type="radio"/>	20
<input type="checkbox"/> Express International	Australia Post Calculator		<input type="radio"/>	30

A 'Save' button is located at the bottom left of the table area.

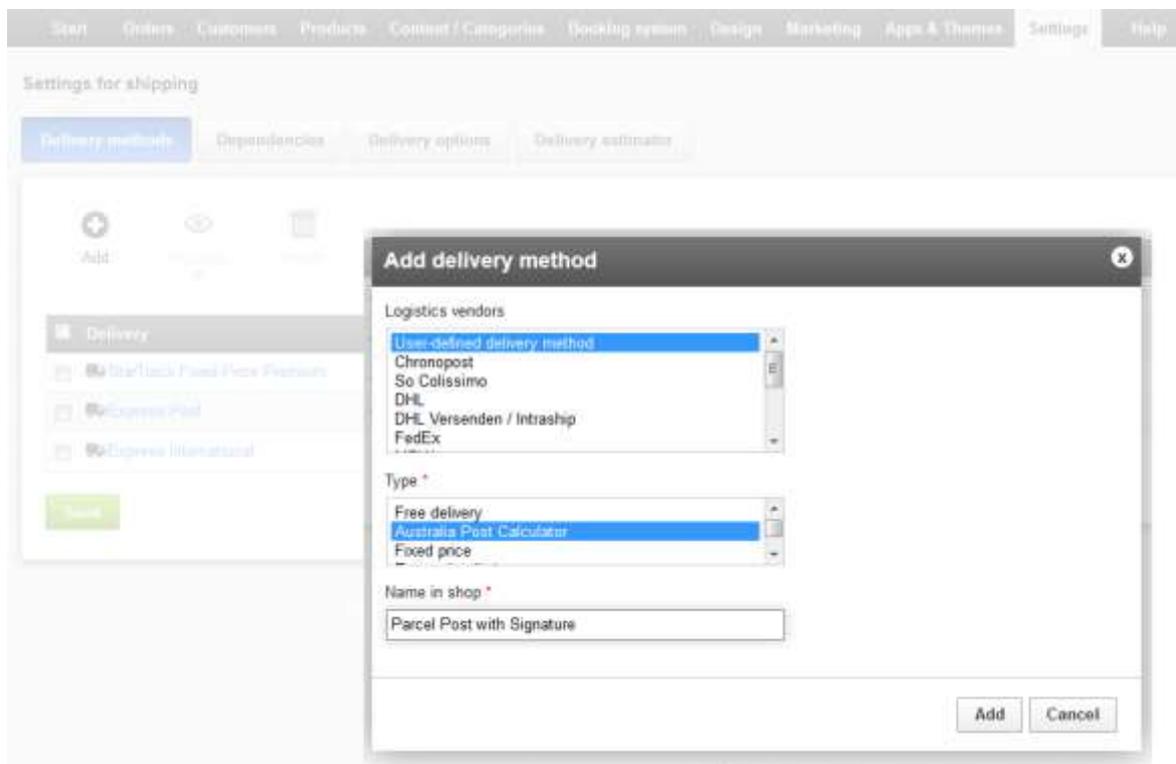
- Clicking any of the checkboxes will highlight the 'Visibility' and 'Delete' icons which can then be used.
- Clicking the top half of the 'Visibility' icon will change any of the 'ticked' delivery methods which are not visible to visible.
- Clicking the bottom half of the icon allows a choice between visible and not visible. Delivery methods which are not visible are not displayed in the e-commerce shop. The 'not visible' status is indicated by the small icon to the right of the world globe icon in the first row above.
- The mouse can be hovered over these icons for an explanation about the icon.

- A delivery method can be modified by clicking the name in the 'Delivery' column. The 'Default selection' column has a radio button which has been selected to set the 'Express Post' delivery method as the default delivery method for a customer's shopping basket. If that delivery method is not suitable for products in the basket then an alternative delivery method is automatically chosen.
- The 'Sort order' determines the sequence in which delivery methods are displayed in the shop.

## Add delivery method

Create a new delivery method for each Australia Post or StarTrack delivery service required.

Click the  button to create a new delivery method. The 'Add delivery method' popup will be displayed.



- Ensure that the 'Logistics vendors' list has the '**User-defined delivery method**' selected.
- Select Type '**Australia Post Calculator**'.
- Enter a name for the delivery method (e.g. Parcel Post with Signature, Express Post, etc) into the 'Name in shop' field. The name should refer to the Australia Post or StarTrack delivery service which will be assigned to the delivery method (so it is easily recognised by customers).
- In this example clicking the popup 'Add' button will create the new delivery method called 'Parcel Post with Signature' using Australia Post.

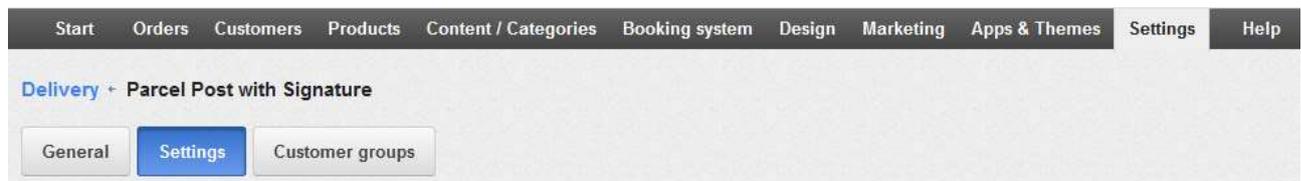
- A Settings page is then displayed which allows you to configure the various options and attributes of the delivery method (including assignment of the delivery service).

NOTE: The new delivery method will not be usable in the shop until all the settings are complete and the merchant has set the delivery method to 'Visible'.

## Select delivery method

A delivery method can be selected by clicking the delivery method name in the 'Delivery' column on the page found at **Settings menu >> Delivery**.

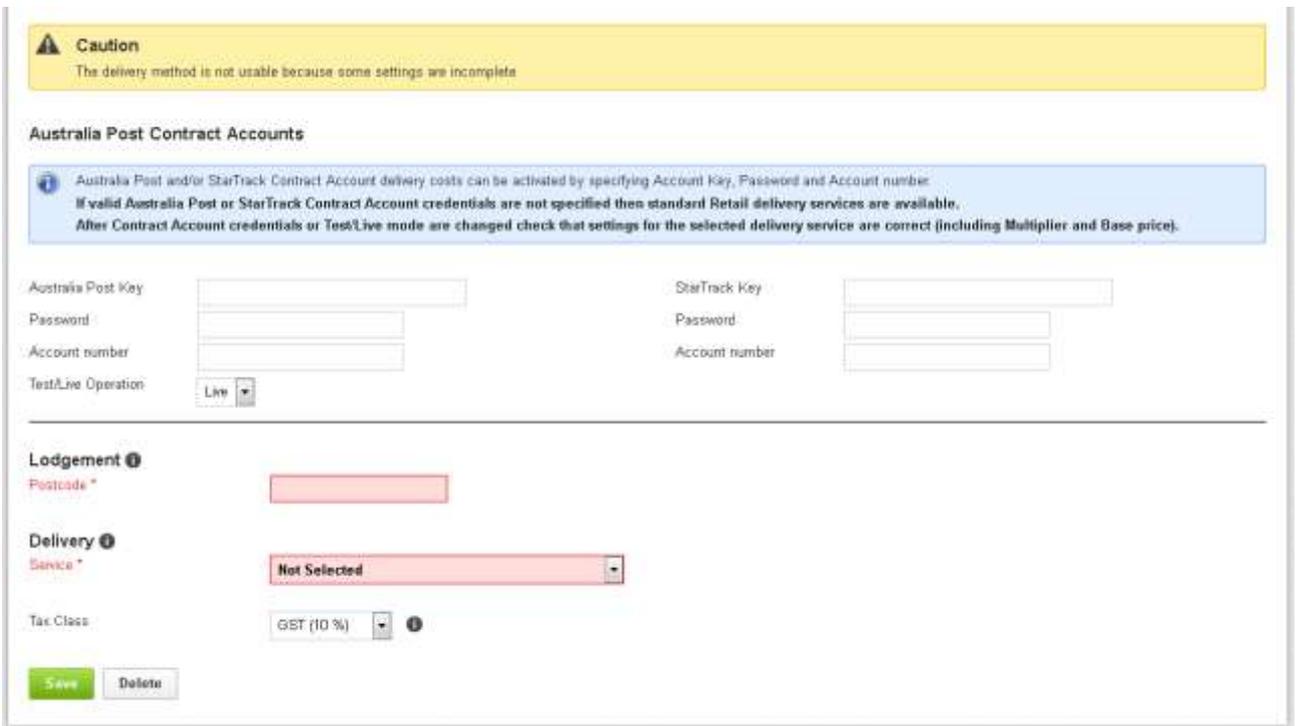
A delivery method has three pages 'General', 'Settings' and 'Customer groups'



The 'Settings' page is displayed when a delivery method is selected and after a delivery method is created.

## Delivery service settings

The 'Settings' page displays Contract Account credentials fields which are used by merchants who have Australia Post Contract Account Pricing.



**Caution**  
The delivery method is not usable because some settings are incomplete

**Australia Post Contract Accounts**

Australia Post and/or StarTrack Contract Account delivery costs can be activated by specifying Account Key, Password and Account number. If valid Australia Post or StarTrack Contract Account credentials are not specified then standard Retail delivery services are available. After Contract Account credentials or Test/Live mode are changed check that settings for the selected delivery service are correct (including Multiplier and Base price).

Australia Post Key:   
 Password:   
 Account number:   
 Test/Live Operation:

StarTrack Key:   
 Password:   
 Account number:

---

**Lodgement**  
 Postcode \*

**Delivery**  
 Service \*

Tax Class:

The Key, Password and Account number can be entered for Australia Post and/or StarTrack Contract Accounts.

If they are specified, then Contract Account Pricing is used to calculate delivery costs otherwise Retail Pricing is used.

**NOTE: The Test/Live Operation mode defaults to 'Live' which is needed to use Australia Post Contract Account pricing. The 'Test' mode requires a Key, Password and Account number for an Australia Post 'TEST ACCOUNT' environment which is not compatible with a merchant's Contract Account.**

## Lodgement Address

The Lodgement address Postcode is required for both Contract Account and Retail Pricing.

A Delivery service must be selected from the dropdown list which has all available delivery services for the specified Australia Post and/or StarTrack Contract Accounts. If Contract Accounts have not been specified then the dropdown list has Retail services.

If the shop supports Contract Account Pricing and valid Contract Account credentials have been entered for the Test/Live mode then the Lodgement section should contain the complete address.

### Lodgement ⓘ

Name *	<input type="text" value="Fred Smith"/>
Street *	<input type="text" value="123 Some Street"/>
Street (line 2)	<input type="text"/>
Street (line 3)	<input type="text"/>
Suburb *	<input type="text" value="Parramatta"/>
State *	<input type="text" value="New South Wales"/>
Postcode *	<input type="text" value="2150"/>

**NOTE: that the fields marked with \* are required for Contract Accounts.**

## Delivery Services

The Delivery section displays options and features information for the selected delivery service, When Contract Account credentials have been specified then the information displayed depends on the merchant's Contract with Australia Post or StarTrack.

When Retail Pricing is in effect then the standard Retail information is displayed.

**Delivery**  
Service \*  ⓘ  
Authority to leave can be selected by customers  
Signature on delivery required if Authority to leave not selected  
Transit Cover not included but may be purchased if required (limited to physical products in the Basket)  
Maximum Transit Cover \$5000  
Authority to leave threshold \$500 (i.e. maximum Transit Cover allowed when customer selects Authority to leave)  
Transit Cover Rate 1.5%  
Volumetric Pricing is applicable (i.e. delivery charge may use the cubing factor to determine a cubic weight equivalent)  
Cubing Factor 250

The sections below have settings which are common to both Contract Account and Retail Pricing.

**Delivery options**  
Business days to process an order  day(s)  
Total Delivery time = Days to process an order + Australia Post Estimate ⓘ  
Show delivery time  Yes  No

**NOTE:** that Australia Post only provides an Estimate for International delivery. The delivery time information can optionally be shown to the customer (if it is available).

**Weight options**

Weight of packing material \*  gram(s)

Maximum weight of package \*  kilogram(s)

Basket weight + weight of packing material must not be greater than the maximum weight of package

Minimum weight of package \*  kilogram(s)

**Minimum Possible is 0** ⓘ

Basket weight + weight of packing material must not be less than the minimum weight of package

Show total weight  Yes  No

Calculation of the weight of the products is performed in

Weight Unit  ▼

**NOTE: that there is a maximum and minimum package weight for each Australia Post delivery service. Usually the minimum weight is zero kilograms however that is not always true (e.g. Sea Mail). The Weight options shown above also have Maximum and Minimum weights.**

A message is displayed if either is not set to the same as the Australia Post maximum and minimum weights (e.g. 'Minimum Possible is 0' as shown above).

A delivery method can use the Maximum and Minimum weights so that it is restricted to a range of weights for the shopping basket. This allows setup of alternative delivery methods for different shopping basket weights.

### Order creation

Calculate a delivery cost when total of all products in basket exceeds maximum weight or volume(Domestic) / girth(International) of this delivery method?  
If so, the delivery cost is for the minimum number of parcels necessary when using this delivery method.

Yes  No

Do you want to use default delivery costs for orders when delivery costs can not be calculated? **i**

If so, you must enter a default delivery cost in the Calculation currency section below. You can also enter an optional message to customers.

Yes  No

Do you want to allow orders to be created when delivery costs can not be determined? **i**

If so, customers are advised they will be contacted to finalise the payment of delivery charges.

Yes  No

English

Message to customers when a default delivery cost is being used **i**

Format Font Size
I<sub>x</sub> B I U A
☰ ☱ ☲ ☳ ☴ ☵ ☶ ☷
📷 📎 📧 📧📧 📧📧📧

Each currency in use by the shop has a section like:

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

Free delivery  \$ **i**    Default delivery cost  **i**    Delivery cost rounding  **i**    Not selected **i**

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

### Free delivery

If a 'Free delivery' value is specified and the value of physical products in the shopping basket reaches the 'Free delivery' value then the customer will receive free delivery when using this delivery method.

### Default delivery cost

If a default delivery cost is specified and the 'Default delivery' option is set to 'Yes' then the default delivery cost will be used for the shipping when a delivery cost can not be calculated by Australia Post (e.g. Australia Post API Server unavailable).

This option would likely not be suitable for a shop unless there is little variation in delivery costs and the merchant can be reasonably sure that the default delivery cost would be sufficient to cover actual shipping costs. It might be suitable in some situations when the delivery method also has free delivery based on the value of products in the shopping basket.

The merchant should consider whether to use the alternative option where an Order is created and the customer is contacted to finalise payment after a delivery cost can be determined.

## Delivery cost rounding

If a 'rounding' value is specified then delivery cost is rounded depending on the rounding mode:

- Down - rounded down to the 'rounding' value unit below the delivery cost (e.g. If 'rounding' value is 5 cents and delivery cost is \$20.19 then deliver becomes \$20.15)
- Nearest - rounded up or down to the 'rounding' value unit depending on which is the nearest to the delivery cost (i.e. normal rounding)
- Up - rounded up to the 'rounding' value unit above the delivery cost (e.g. If 'rounding' value is 5 cents and delivery cost is \$20.16 then deliver becomes \$20.20)

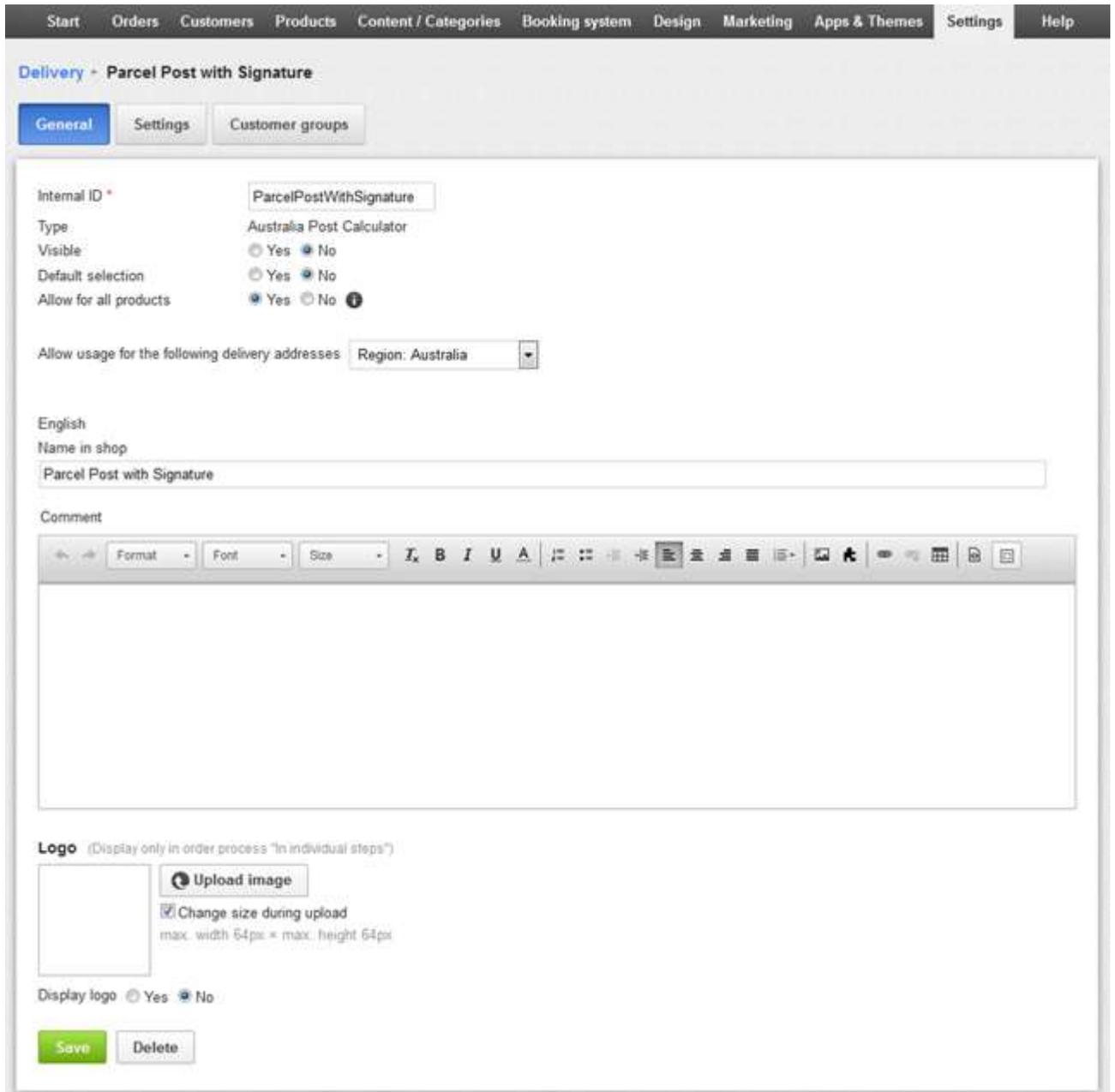
## Multiple weight ranges

One or more rows of values which are used to calculate a delivery cost when weight of products in the shopping basket is equal or above the lower 'from' weight and less than the higher 'to' weight.

- Basket weight from Is compared to weight of products to decide if Multiplier and Base price of this row are used
- Basket weight to Is compared to weight of products to decide if Multiplier and Base price of this row are used. Multiplier Should be set to 1 to use the delivery cost calculated by Australia Post
- If the shop has multiple currencies the multiplier could be set equal to the currency exchange rate
- Base price Added to delivery cost after any Multiplier adjustment (could be used to add a handling or other fee)
- Each currency must have one or more rows containing a Multiplier and Base price.

Click the 'Save' button after you have entered all the above information for the delivery method. The delivery method 'Settings' page will then be redisplayed with any errors and associated messages. After all errors are corrected the delivery method is ready to be set to 'Visible' (see 'General' section below).

## General settings



The screenshot shows the 'General' settings tab for the 'Parcel Post with Signature' delivery method. The 'Internal ID' is set to 'ParcelPostWithSignature'. The 'Type' is 'Australia Post Calculator'. The 'Visible' checkbox is unchecked (set to 'No'). The 'Default selection' checkbox is checked (set to 'Yes'). The 'Allow for all products' checkbox is checked (set to 'Yes'). The 'Allow usage for the following delivery addresses' dropdown is set to 'Region: Australia'. The 'Name in shop' field contains 'Parcel Post with Signature'. There is a rich text editor for a 'Comment'. The 'Logo' section includes an 'Upload image' button, a checked 'Change size during upload' checkbox, and a 'Display logo' checkbox which is checked (set to 'Yes'). 'Save' and 'Delete' buttons are at the bottom.

The 'Internal ID' defaults to the 'Name in shop' specified when the delivery method was created using the 'Add' button. The example here shows that it can be changed however there isn't any reason why that is necessary.

Leave 'Visible' set to 'No' until the setup of the delivery method is complete and ready for use by customers.

The 'Default selection' should be set to 'Yes' for the available delivery method which is the most commonly used by customers.

In this example it would likely be the Australia Post 'Parcel Post with Signature' delivery method when setup is complete and ready for use by customers.

A delivery method can be set so that it can be used with all products or a number of specified products. Set 'Allow for all products' as required.

The 'Allow usage for the following delivery addresses' dropdown list should be set to the Region which specifies the countries to which this delivery method can ship packages.

The 'Name in shop' shown on this page is as specified when the delivery method was created. The name can be changed here if required. This is the delivery method name that customers will see.

The 'Comment' text box can have any descriptive text which provides information about the delivery method. The information is displayed to the customer when a delivery method is selected.

A Logo can be added if required (not used for Classic Checkout).

The logo is displayed on the Checkout Delivery page only if the Checkout Basket Order process is set to 'Individual steps' and the 'Display logo' option is set to 'Yes'.

Click the 'Save' button when you have entered the above information.

The delivery method 'General' page will be redisplayed showing any errors and associated messages. After any errors have been corrected and the 'Visible' setting is set to 'Yes' the delivery method is available to the shop customers.

## Delivery Service Settings

The delivery service settings for satchels are a subset of those available for other postal delivery services since some settings are not relevant for satchels.

- Order creation radio buttons for default delivery costs have been removed
- Option to allow orders to be created when delivery cost cannot be determined has been removed
- Currency sections
  - Default delivery cost, Rounding options and Multiplier have been removed
  - A single row displays the 'Basket weight from' / 'Basket weight to' range (min/max weights)
  - Base price (Gross) for each currency should include the purchase price plus any additional postage cost and a handling fee (if required)

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

**Order creation**  
 Calculate a delivery cost when total of all products in basket exceeds maximum weight of this delivery method?  
 If so, the delivery cost is for the minimum number of packages necessary when using this delivery method.

Yes  No

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

Free delivery  \$ ⓘ

	Basket weight from	Basket weight to	Base price (Gross) *
<input type="checkbox"/>	0 kg	0.5 kg	<input type="text" value="\$20.00"/> \$
			<b>Base Price is the Delivery cost</b>

The Delivery service dropdown list has been expanded to include all supported satchels.

The satchel delivery service options are available with both Contract Account and Retail Pricing delivery services.

1kg Satchel Express Post Metro (domestic)	▼
Not Selected	▲
PARCEL POST + SIGNATURE (7E55)	
EXPRESS POST + SIGNATURE (3K55)	☰

**NOTE: Please contact Australia Post for information relating to Australia Post Delivery Service options.**

## International zones

There is a range of Prepaid satchels which are designed for international delivery to a specific list of countries.

Each country to which Australia Post can deliver is assigned to one of 9 zones. The zone specific satchels for the more common delivery countries can be purchased at the Australia Post online shop. Satchels for other zones are generally available at Post Offices.

### Australia Post Delivery Zone:

- New Zealand
- China
- Rest of Asia
- USA & Canada
- Pacific islands
- UK & Ireland
- Europe 1
- Europe 2
- Rest of world

The zone for a particular country can be found at <https://auspost.com.au/sending/send-overseas/international-zones>. Information about sending to a particular country can be found at <https://auspost.com.au/sending/send-overseas/international-post-guide#/>

## International country regions

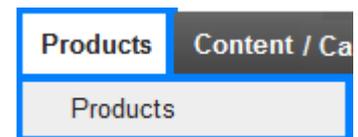
The **'Delivery Methods >> General settings'** section describes the **'Allow usage for the following delivery addresses'** dropdown list setting which specifies the Region group of countries to which the delivery method can ship packages.

Creation of Regions is discussed in the 'Regions' section.

When creating a delivery method for an International Zone based delivery service the **'Allow usage for the following delivery addresses'** dropdown list setting on the 'General' page should be set to a Region which lists the countries in that Zone to which the merchant wishes to send packages.

## Products

The merchant can select which delivery methods can be used to ship a particular product (by default all delivery methods can be used to ship a product).



Products can be found at the Administration menu Products / Products:

Products Search products

Add
Assign
Visibility
Duplicate
Export
Mark "New"
Delete

Lines: 100

Product number	Name	List price	Stock level
 <a href="#">cg_0101104470</a>	Camping AZ CV470 valve Gas canister	\$7.95	5
 <a href="#">eg_1000111010</a>	Eureka El Capitan IV	\$200.00	32
 <a href="#">hm_0100401001</a>	Mag-Lite Mini	\$16.95	2

- Find a product by paging through all products or by using the 'Search products' textbox shown above at top right of the page.
- The Search textbox can be used to find products by full or partial match to Product number or Name.
- Enter the required characters into the Search textbox and press Enter or click the 'Start search' icon which is after the textbox. A list of products that match (fully or partially) will be displayed.
- A more comprehensive set of search fields can be displayed by clicking the 'uparrow' icon at left of the 'Search products' textbox.

Once a product has been found then clicking the product number will display that product's 'General' page:

Products + Eureka El Capitan IV (eg\_1000111010)

[General](#)
[Images](#)
[Categories](#)
[Variations](#)
[Customization](#)
[Prices](#)
[Cross-selling](#)
[Portals](#)

Product number and name, Visibility

Product number \*  ⓘ

Product visible in shop  Yes  No ⓘ

English

Product name

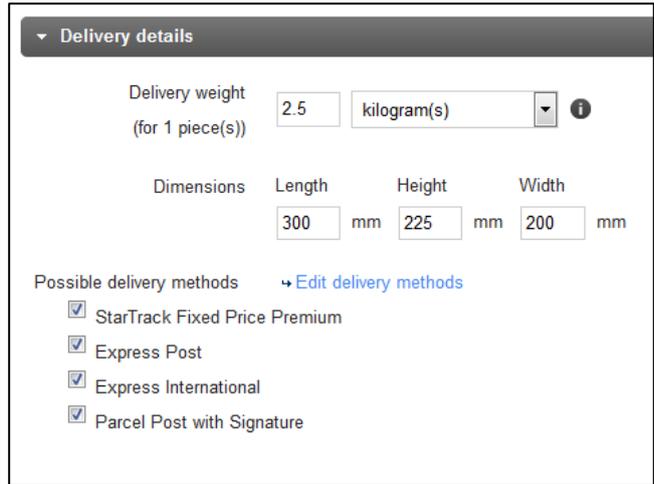
Page title  [Edit](#) ⓘ

Scroll down to the 'Delivery details' section which contains a list of delivery methods:

When a delivery method checkbox is selected (ticked) then the delivery method is allowed to ship the product.

A Product can have one, more or all delivery methods selected.

**The default setting (none of the checkboxes selected) means that ALL delivery methods in the list are allowed to ship the product.**



Of course, other considerations might mean that in a particular situation a delivery method which is allowed for a product might not actually be able to be used to ship the product.

For example, a delivery method might have a maximum weight restriction of 5kg and the product could be in a shopping basket which contains products with a total weight of 6kg.

Delivery methods can be created for Australia Post satchels which are flexible packages with only two dimensions specified (i.e. length and width).

The two dimensions of the satchel can be compared with the dimensions of the product to verify whether the product might be able to fit into the satchel.

When a product is inserted into a satchel the sides of the satchel expand to a variable height depending on the shape of the product and how it is oriented when inserted into the satchel.

Because of the flexible nature of a satchel it is not always possible to validate whether the expansion of the satchel is sufficient to fit the third dimension of a particular product.

Accordingly, it is important that a delivery method for a satchel does NOT have the 'possible delivery methods' checkbox ticked unless it is known that the product will fit into the satchel.

Parcels have a known maximum height/thickness so do not have the same issue.

## Customer Groups

Customer groups are useful when certain shop functionality should only apply to a group of customers.

For example, usage of a particular delivery method might be restricted to some customers. In such situations first create a customer group then assign those customers to that group.

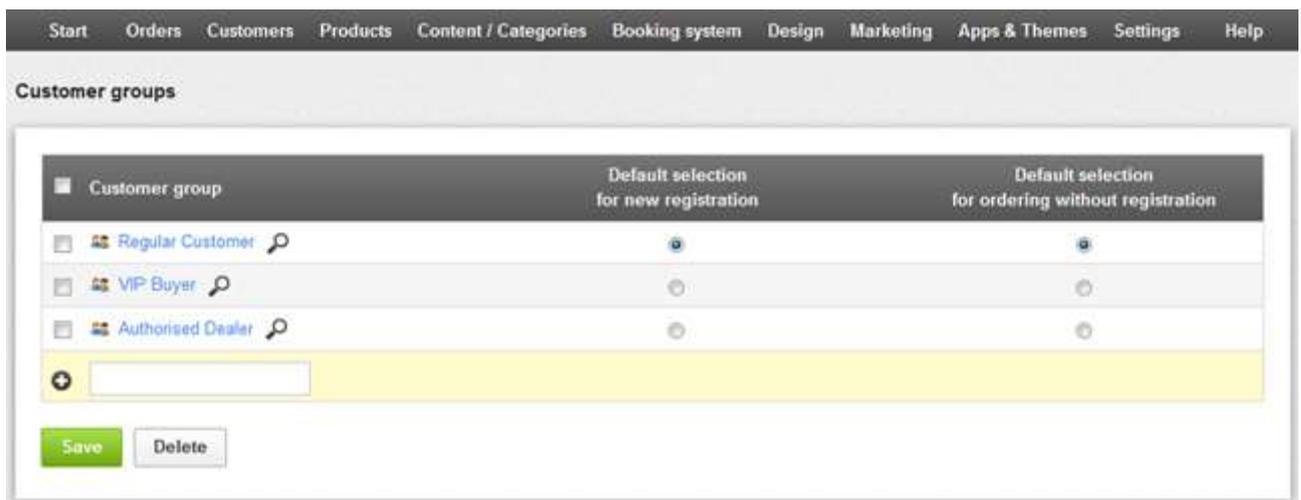
If delivery methods will not be restricted to customer groups then this section could be ignored.



**Note: that other functionality in the shop can also use customer groups (e.g. product price lists). Click 'Customer groups' from the Merchant Back Office (Administration) menu item 'Customers'.**

### Add customer group

A new customer group could have any name but should ideally reflect the purpose of that group. For example, 'Regular customer', 'VIP buyer' or 'Authorised dealer'.



To add a new customer group enter the name into the empty textbox and click the 'Save' button.

To delete customer groups click the associated checkboxes then click the 'Delete' button.

Clicking the magnifier icon after the customer group name will display a page of customers who have been assigned to that customer group.

The 'Default selection' options allow a customer to be automatically assigned to a customer group. The example above has customers who register assigned to the same group as customers who order without registration. However such customers could be assigned to different customer groups (e.g. groups 'Registered Customer' and 'Not Registered Customer').

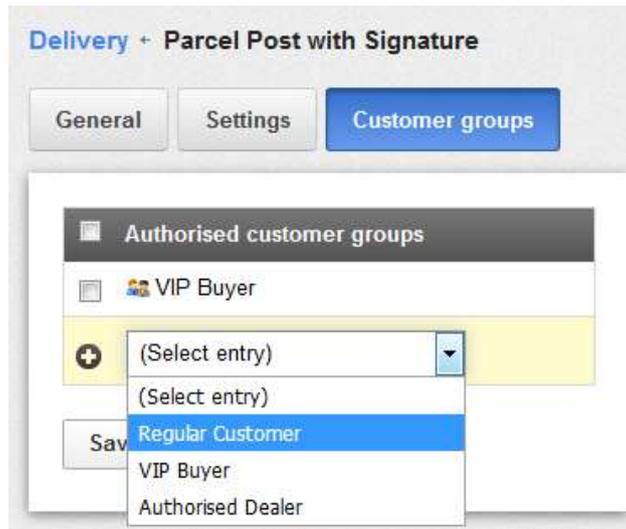
A customer can be moved from one group to another when required. For example, it may be decided that a Regular customer should be in a VIP buyer group; possibly because of previous sales history.

Of course, it is possible to only have one customer group for all customers.

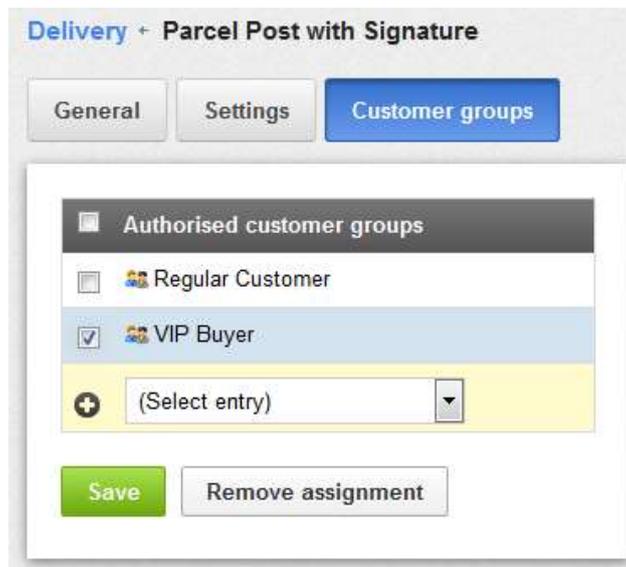
## Delivery method assignment

A delivery method can be restricted so it can only be used by some customer groups. If no customer groups are assigned to a delivery method then it can be used by all customers.

Specify which customer groups can use the delivery method by clicking the Delivery method 'Customer groups' tab.



Assign a Customer group to the delivery method by selecting the required Customer group in the dropdown list so that it appears in the text box and then click the 'Save' button.



Stop a Customer group from using the delivery method by clicking the associated checkbox and then click the 'Remove assignment' button.

## Contract Accounts

### Account validity

Contract Account Pricing requires a valid Australia Post and/or StarTrack Account.

To be valid an Account:

- Must have an Account Key, Password and Account number
- Must have a Charge Account with start date not greater than date on which it is being used
- Must have a Charge Account with end date not less than date on which it is being used
- Must not be for an expired Contract
- Must not be credit blocked

If an Account is not valid then:

- A new delivery method will not be able to be created using that Account
- An existing delivery method using that Account will not be able to be used by customers

An Account has a list of all postage products which are specified in the Contract.

To be usable a postage product:

- Must have validity start date not greater than date on which it is being used
- Must have validity end date not less than date on which it is being used
- Must not be expired
- Must be able to be used from the Account lodgement location

An Australia Post or StarTrack delivery method specifies a postage product (delivery service).

If a postage product is not usable then:

- A new delivery method will not be able to be created using that postage product
- An existing delivery method using that postage product will not be able to be used by customers

**NOTE:** Delivery methods should be reviewed as necessary to ensure that they are not affected by start/end dates or any modifications to Contract, Charge Account or postage products.

## Store Front (the Shop)

### Checkout

When the merchant's Contract Account supports 'Authority To Leave' and/or 'Transit Cover' for a delivery service then the customer can select to use those options by clicking the associated checkbox:

## Authority to Leave

If 'Authority To Leave' is not selected and the Contract Account delivery service supports 'Signature On Delivery' then the customer is advised that a signature is required for the delivery.

## Transit Cover

If 'Transit Cover' is selected then the customer is advised of the Transit Cover amount and the associated fee.

The Transit Cover has a maximum amount limited to the value of physical products in the shopping basket.

However, this can be reduced to a lower amount depending on whether the Contract Account specifies a:

- lower maximum Transit Cover amount
- lower maximum Transit Cover amount when 'Authority To Leave' is selected

The Transit Cover fee will also be reduced when the Contract Account delivery service specifies that a Transit Cover amount is bundled with the Transit Cover feature.

In this case the customer is only paying a fee to 'top up' the Transit Cover amount from the bundled Transit Cover amount to the value of the physical products in the shopping basket.

## Messages

Various messages related to delivery methods can be displayed to the customer during Checkout.

For example:

- If the value of physical products in the shopping basket reaches the 'free delivery' value of a delivery method then a message appears showing that the customer has free delivery when using that delivery method.
- If the value of physical products in the shopping basket has not yet reached the 'free delivery' value for a delivery method then a message appears showing the value of the products that the customer needs to add to the basket to qualify for free delivery when using that delivery method.

The 'Basket Order process' section discussed whether the shop uses the **Individual Steps Checkout** (recommended) or the Classic Checkout.

The example below show the use of Individual Steps.

## Individual steps

Basket	Address	<b>Delivery</b>	Payment type	Check & Order								
<b>Delivery</b>												
<input type="radio"/> Express Post <span style="float: right;"><b>\$30.45</b></span>												
<input checked="" type="radio"/> Parcel Post with Signature <span style="float: right;"><b>\$25.70</b></span>												
<input type="checkbox"/> Authority to leave goods unattended (Signature on delivery required if Authority to leave not selected)												
<input type="checkbox"/> Purchase Transit Cover												
			Next									
			<table border="1"> <tr> <td>Subtotal</td> <td>\$200.00</td> </tr> <tr> <td>Parcel Post with Signature</td> <td>\$25.70</td> </tr> <tr> <td><b>Total amount</b></td> <td><b>\$225.70</b></td> </tr> <tr> <td></td> <td>incl. GST</td> </tr> </table>		Subtotal	\$200.00	Parcel Post with Signature	\$25.70	<b>Total amount</b>	<b>\$225.70</b>		incl. GST
Subtotal	\$200.00											
Parcel Post with Signature	\$25.70											
<b>Total amount</b>	<b>\$225.70</b>											
	incl. GST											
<small>Please read the information about the <a href="#">right to cancel</a>, the <a href="#">privacy policy declaration</a> and our <a href="#">General Terms and Conditions</a>.</small>												

## Summary

This document described the setup and usage of eCorner 'Australia Post Calculator' delivery methods.

- The current version introduced support for Australia Post and/or StarTrack Contract Account Pricing using the Australia Post 'Shipping And Tracking' API.
- The Retail Pricing functionality provided by the Australia Post 'Postage Assessment Calculator' API offered in previous versions continues to be supported.
- Australia Post Contract Account credentials (Key, Password and Number) are required for delivery methods to use Contract Account Pricing.
- Merchants were advised to discuss their postage requirements with an Australia Post representative to determine suitability for Australia Post and/or StarTrack Contract Accounts.
- The relationship between 'Australia Post Calculator' delivery methods and Australia Post / StarTrack postage products (delivery services) was explained.
- The current version introduced several enhancements:
  - (a) Delivery cost calculation for multiple packages when maximum weight exceeded
  - (b) Satchels with fixed price delivery cost
- Common to both Contract Account and Retail Pricing delivery methods (not applicable to Satchels)
  - (c) Default delivery cost when no delivery cost can be calculated
  - (d) Creation of Order when no delivery cost can be determined
  - (e) Delivery costs can be rounded
- Contract Account 'Authority To Leave', 'Transit Cover' and 'Signature On Delivery'..

If you require further information about delivery methods or any other e-commerce functionality please contact eCorner Support via email at [support@ecorner.com.au](mailto:support@ecorner.com.au).