



## **7-Eleven ParcelMate® Outbound Manual Solution**

*(The parcel label is completed by hand and not electronically through the tablet/device available in the 7-Eleven store at the ParcelMate® packaging bay)*

**FAQ's**

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## **7-Eleven ParcelMate® Outbound Digital Solution**

*(The parcel label is completed electronically using the digital packaging bay solution through tablet/device available in the 7-Eleven store and not handwritten)*

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# FAQs ParcelMate® Manual Solution

*(The parcel label is completed by hand and not electronically through the tablet/device available in the 7-Eleven store at the ParcelMate® packaging bay)*

## SENDING A PARCEL (OUTBOUND)

### How do I send a parcel using 7-Eleven ParcelMate®?

1. At the 7-Eleven ParcelMate® lockers, press 'check availability' to ensure there's a free locker.
2. Choose a satchel size: 1kg or 3kg in Standard or Express.
3. Fill out the details on the front and back then place your goods in the satchel. Don't forget to complete the dangerous and prohibited goods declaration.
4. Pay at the counter to receive your receipt with the locker pin and tracking details.
5. Using your pin, lodge your parcel at the 7-Eleven ParcelMate® locker. Don't forget to take your tracking number.

### What are my package options?

We're keeping it simple. Customers can select either a Regular (1kg) or Large (3kg) satchel to send using our Domestic Standard or Domestic Express service.

If you want to send your parcel Express, make sure to grab the right satchel – they're the ones marked "Express" with an orange box.

### Why do the packages have weights on them, there are no scales for me to check?

You don't need to weigh your parcel to use our service and you won't be charged for extra weight. The weights indicated on the packaging are a guide for what might fit but as long as your item fits neatly in the package and it can be completely sealed, then it's good to send!

We also can't accept items weighing 25kg or more.

### Can I use 7-Eleven ParcelMate® to send internationally?

At this stage, 7-Eleven ParcelMate® is a domestic service only so you can't use this service to send parcels outside of Australia.

### Can I use my own packaging?

No, you need to use the 7-Eleven ParcelMate® packaging as it comes with important information for our carrier attached (like the tracking number). But when you buy our service it includes the packaging as well!

### Will there be any other stationary available at the store to help me pack?

At this stage, only the satchels themselves are available at the store. So (if you need to) please make sure your item is pre-prepared to protect it for transport.

### What are the delivery times for the Standard and Express service?

Our indicative Standard delivery timeframe is within 2-7 business days for all locations except where a parcel is being sent from or to non-capital cities within WA, Northern Territory, Tasmania, or North Queensland. In these instances, the indicative delivery time is up to 13 business days.

The delivery timeframes for Express delivery of parcels lodged in a parcel locker before 12pm on a business day are, the next business day if sent to and from Australian capital cities and within 3 business days if sent to or from any other locations, except remote locations, which may be up to 10 business days.

Our Standard delivery timeframe is an indicative guide only, we do not offer guaranteed Standard delivery transit times. See clause 10 of our full Terms of Use for service conditions, service exclusions and the list of capital cities and remote locations.

### How much does it cost?

Good value is important to us because we know it's important to you. Each of our satchel services can be sent from any participating store to anywhere in Australia, at one national price! Prices (including GST):

	Standard	Express
1kg	\$11	\$14
3kg	\$14	\$17

### Is there anything I can't send?

Check out our Terms and Conditions for the full list and more detail. But you can't use 7-Eleven ParcelMate® to send goods that are classified by us as dangerous or prohibited. There are also some restricted items that can't be sent without our consent.

Some examples of goods that are prohibited are those that are valued (or have a replacement value) at, or above \$500, have sentimental value, are bullion, cash, gold, jewellery or precious gems, are legal or other important documents, are fragile (as the Services are not fit for this purpose), or must arrive at their destination by a specific time or date (noting the Express service supplied subject to certain terms).

### Do I really need to fill out *all* the fields on the satchel?

Yes, please fill out all of the fields on the front and the back of the satchel as legibly as you can. We want to make sure we get your parcel to the right address, that we can contact you (or the intended recipient), or we can return the parcel to you, if we need to.

And don't forget to sign the dangerous and prohibited goods declaration!

### How do I open the locker to put my parcel inside?

Once you've written on your satchel and packed your item, you should head to the store counter to pay for it. Once you've paid, the store manager will hand you a receipt which will contain a unique PIN needed to lodge your parcel. Head to the locker and follow the instructions on the screen to lodge your parcel.

### What if I lose my receipt with the parcel PIN?

No worries. If you've lost your receipt and PIN immediately after you purchased your item, head back to the counter and the store manager can re-print it for you. If you've purchased your parcel some time ago and lost your PIN, please call the Help Desk on 1300 711 720.

### Do I need to lodge my parcel immediately after purchasing it?

Nope, you can purchase your satchel and come back to a 7-Eleven ParcelMate® store at a later time to send. Have a look at the Terms and Conditions for more information around sending at a later date.

### What if the lockers are full?

We ask that you check whether there is availability at the locker before you purchase your satchel. If the locker is full after you purchase, you can take your parcel and lodge it at another 7-Eleven store (with 7-Eleven ParcelMate®), or you can get a refund for the service.

### How can I track my parcel and how will I know if it's been delivered?

Your satchel contains a tracking number which you should peel off and keep with you. You can use this tracking number to track your parcel online via our website, [7eleven.com.au/parcelmate](http://7eleven.com.au/parcelmate)

### Is it 7-Eleven that manages the transport of my parcel or someone else?

7-Eleven ParcelMate® is delivered by TOLL who offers one of the largest transport networks across Australia, and provide a flexible delivery service to 7-Eleven ParcelMate® customers.

### **Will the courier leave my parcel at the nominated address even if no one is home?**

By using the 7-Eleven ParcelMate® service, you are providing us with authority to leave your parcel at the recipient address provided on the satchel without it being signed for or accepted by anyone.

But, don't worry, we won't leave your parcel if the address is determined to be inaccessible, unsafe, unprotected, or otherwise not suitable.

### **It says my parcel has been left at an alternative location that isn't the address I wanted, why?**

If no one is home to accept the parcel and it's been determined to be inaccessible, unsafe or generally unsuitable to leave the parcel at the nominated address, then the driver will take your parcel to an alternative delivery location nearby or to a depot facility.

The driver will leave a calling card at the address with instructions for the recipient to retrieve their parcel. They will receive the same instructions via SMS if a mobile contact number was provided.

### **What if my parcel hasn't arrived when I thought it would have, or my item is damaged?**

Your satchel contains a tracking number which you should peel off and keep with you. You can use this tracking number to track your parcel online via our website. If your parcel is showing as having been delivered but you don't believe it has been, or your item has been delivered but you believe it has been damaged, please contact the Help Desk on 1300 711 720. Once your claim has been verified, you will be referred to FreightSafe who will manage the claim process.

### **Where can I find a list of stores that offer 7-Eleven ParcelMate™?**

The number of participating 7-Eleven ParcelMate® stores is growing every day and a list is available on the website and is updated regularly.

## FAQs ParcelMate® Digital Solution

(The parcel label is completed electronically using the digital packaging bay solution through tablet/device available in the 7-Eleven store and not handwritten)

### SENDING A PARCEL (OUTBOUND)

#### How do I send a parcel using 7-Eleven ParcelMate®?

Head to the ParcelMate® packaging bay and tap anywhere on the tablet screen to start sending your parcel. Here you will be able to complete the entire process, including payment - so no need to go to the counter!

Once you have completed payment a label will print which contains all of your delivery information and you will need to affix this to your parcel that is packaged in a 7-Eleven ParcelMate® satchel or box. Then you simply head to the 7-Eleven ParcelMate® locker to lodge it.

A few handy tips:

1. You will need to enter your details (as the sender) and the recipient's details to complete the process, so don't forget to bring the information with you
2. Payment must be electronic (we accept credit card, debit card, Apple pay, or Google pay, but not cash)
3. After payment, you will receive an email containing your invoice and parcel consignment number. Please keep this for your records and in case you want to track delivery

#### What are my package options?

You can select from a satchel or box; both available in sizing of Regular (Recommended 1kg), Large (Recommended 3kg) and Super (Recommended 5kg). These can be used to send via either Standard or Express services, the packaging is the same for both.

The label you create will highlight your chosen service be that Standard or Express, so if you want express make sure you select this when completing your purchase on the digital screen in-store.

#### Can I use 7-Eleven ParcelMate® to send internationally?

At this stage, 7-Eleven ParcelMate® is a domestic service only so you can't use this service to send parcels outside of Australia.

#### Why do the packages have weights on them, there are no scales for me to check?

You don't need to weigh your parcel to use our service and you won't be charged for extra weight. The weights indicated on the packaging are a guide for what might fit but as long as your item fits neatly in the package and it can be completely sealed, then it's good to send!

We can't accept items weighing 25kg or more.

#### Can I use my own packaging?

No, you need to use the 7-Eleven ParcelMate® packaging but when you buy our service it includes the packaging as well!

#### Will there be any other stationary available at the store to help me pack?

At this stage, only the satchels and boxes themselves are available at the store. So (if you need to) please make sure your item is pre-prepared to protect it for transport.

## What are the delivery times for the Standard and Express service?

Our indicative Standard delivery timeframe is within 2-7 business days for all locations except where a parcel is being sent from or to non-capital cities within WA, Northern Territory, Tasmania, or North Queensland. In these instances, the indicative delivery time is up to 13 business days.

The delivery timeframes for Express delivery of parcels lodged in a parcel locker before 12pm on a business day are, the next business day if sent to and from Australian capital cities, and within 3 business days if sent to or from any other locations, except remote locations, which may be up to 10 business days.

Our Standard delivery timeframe is an indicative guide only, we do not offer guaranteed Standard delivery transit times. See clause 10 of our full Terms of Use for service conditions, service exclusions and the list of capital cities and remote locations.

## How much does it cost?

Good value is important to us because we know it's important to you. Each of our services can be sent from any participating store to anywhere in Australia, at one national price using 7-Eleven ParcelMate® satchels!

Satchel prices (including GST):

	Standard	Express	ParcelMate's Rates*
Regular Satchel (recommended 1kg)	\$11	\$14	\$10
Large Satchel (recommended 3kg)	\$14	\$17	\$13
Super Satchel (recommended 5kg)	\$17	\$24	\$16

7-Eleven ParcelMate® Box prices vary and are based on the size of the ParcelMate® box you choose along with where the parcel is being sent from and to. This will be calculated once you enter the details of where you are sending your parcel.

### \* What is ParcelMate's Rates?

7-Eleven ParcelMate's Rates is our BEST VALUE product!

Using a Regular, Large or Super sized satchel you can send a parcel for someone to collect at another 7-Eleven ParcelMate® locker for the great value prices of \$10 for a Regular Size, \$13 Large and \$16 Super.

## What is 'Optional Extra'?

Under the base 7-Eleven ParcelMate® service you are able to send goods up to \$500 in value and should your item be lost or damaged, you may be entitled to claim the value of the goods. If you intend to send something valued above \$500 you can purchase our 'Optional Extra' service (at a cost of \$5.00) which will entitle you to send goods valued at up to \$1500. If you purchase the optional extra and your item is lost or damaged in transit, you may be entitled to claim up to \$1,500.

To make a claim, please contact the Help Desk on 1300 711 720. Once your claim has been verified, you will be referred to FreightSafe who will manage the claim process.

## Is there anything I can't send?

Check out our Terms and Conditions for the full list and more detail. But you can't use 7-Eleven ParcelMate® to send goods that are classified by us as dangerous or prohibited. There are also some restricted items that can't be sent without our consent.

Some examples of goods that are prohibited are those that are valued (or have a replacement value) at, or above \$500, have sentimental value, are bullion, cash, gold, jewellery or precious gems, are legal or other important documents, are fragile (as the Services are not fit for this purpose), or must arrive at their destination by a specific time or date (noting the Express service supplied subject to certain terms).

### **The packaging I've selected isn't scanning?**

If your parcel isn't scanning just press the "[Scanner not working?](#)" button located at the bottom right of the package selection screen to manually select your package type.

### **My label hasn't printed?**

If your payment has been successfully processed but your label has not printed, you can request a reprint by pressing the "Label didn't print? [Tap here to reprint label!](#)" button located at the bottom of the screen.

If this does not fix the problem, please advise the store team member to check if the printer has paper and reprint.

If the printer still does not print, unfortunately the store team manager will need to take 7-Eleven ParcelMate® offline and you will be unable to complete your delivery at this time. Please call the Help Desk (1300 711 720) for a refund.

### **I've selected my packaging but I need a different size, how do I change it?**

If you haven't yet completed the process, you can select to 'choose and scan another satchel or box size' on the "Pack" screen – just follow the prompts on the screen.

If you have already paid, please call the Help Desk (1300 711 720) for a refund and then you can re-purchase the ParcelMate® service by starting the process at the packaging bay again. Please provide any discarded packaging to the store team manager for them to dispose of.

### **I completed the process and noticed that I've put an incorrect address on the label, how do I change it?**

If you have already paid but **have not** lodged your parcel, please call the Help Desk (1300 711 720) for a refund and re-purchase the ParcelMate service by starting the process at the packaging bay again.

If you have already paid and you **have** lodged your parcel, you will need to call the Help Desk (1300 711 720) to organise for a change of address / redelivery of your package. An additional redelivery charge may apply.

### **The digital screen isn't working or it stopped working during my session?**

If the 7-Eleven ParcelMate® digital screen isn't working please advise the store team member who will raise the issue and take 7-Eleven ParcelMate® offline. Unfortunately, you will be unable to send your parcel from that store at that time.

If the digital screen is already showing the message that the "Kiosk is currently offline" then it is unfortunately unavailable and you will be unable to send your parcel from that store at that time.

In these instances, please locate your next nearest 7-Eleven ParcelMate® store on our website to send your parcel or try again at a later date.

### **I have paid for my 7-Eleven ParcelMate® and the locker won't open to lodge my parcel?**

Please call the Help Desk (1300 711 720) to report the issue and they may be able to resolve the issue for you. If they are unable to immediately resolve the issue, you will have the option to lodge your parcel in another 7-Eleven ParcelMate® locker or try again at a later date.

### **Do I need to lodge my parcel immediately after purchasing it?**

Nope, you can complete your purchase and come back to a 7-Eleven ParcelMate® store at a later time to send. Have a look at the Terms and Conditions for more information around sending at a later date.

### **What if the lockers are full?**

You will be advised during the purchase process whether there is availability at the locker before you complete payment. If the locker is full, you have the option to complete your purchase anyway and take your parcel to lodge it at another 7-Eleven ParcelMate® store, or try again at a later date.

### **Can I get a refund?**

Yes, if you have paid for the service but there is an issue preventing you from starting the delivery process you can request a refund. Please call the Help Desk (1300 711 720) to report any issues and to process a refund.

You cannot receive a refund once delivery of your parcel has begun.

### **How can I track my parcel and how will I know if it's been delivered?**

Once you lodge your parcel in the 7-Eleven ParcelMate® locker you will receive an email with your consignment and tracking number. You can use this tracking number to track your parcel online via our website:

[www.7eleven.com.au/parcelmate](http://www.7eleven.com.au/parcelmate).

You will also receive regular updates on where your parcel is at; collected from store; in transit and delivered.

### **Is it 7-Eleven that manages the transport of my parcel or someone else?**

7-Eleven ParcelMate® is delivered by TOLL who offers one of the largest transport networks across Australia, and provide a flexible delivery service to 7-Eleven ParcelMate® customers.

### **Will the courier leave my parcel at the nominated address even if no one is home?**

By using the 7-Eleven ParcelMate® service, you are providing us with authority to leave your parcel at the recipient address provided on the satchel without it being signed for or accepted by anyone.

But, don't worry, we won't leave your parcel if the address is determined to be inaccessible, unsafe, unprotected, or otherwise not suitable.

### **It says my parcel has been left at an alternative location that isn't the address I wanted, why?**

If no one is home to accept the parcel and it's been determined to be inaccessible, unsafe or generally unsuitable to leave the parcel at the nominated address, then the driver will take your parcel to an alternative delivery location nearby or to a depot facility.

The driver will leave a calling card at the address with instructions for the recipient to retrieve their parcel. They will receive the same instructions via SMS if a mobile contact number was provided.

### **What if my parcel hasn't arrived when I thought it would have, or my item is damaged?**

You would have received, via email, a tracking number for your parcel. You can use this tracking number to track your parcel on line via our website ([www.7eleven.com.au/parcelmate](http://www.7eleven.com.au/parcelmate)). If your parcel is showing as having been delivered on tracking and/or you have received an email advising of this, but you don't believe it has been delivered or your item has been delivered but you believe it has been damaged, please contact the Help Desk on 1300 711 720. Once your claim has been verified, you will be referred to FreightSafe who will manage the claim process.

### **Can I create an account so I don't have to enter my details each time I use 7-Eleven ParcelMate®?**

This isn't a service we currently offer but is something we will look to include in the future.

### **Where can I find a list of stores that offer 7-Eleven ParcelMate®?**

The number of participating 7-Eleven ParcelMate® stores is growing every day and a list is available on the website and is updated regularly.

## COLLECTING A PARCEL (INBOUND)

### How do I pick-up a parcel from a 7-Eleven ParcelMate® locker?

7-Eleven ParcelMate® lockers are available for courier companies to deliver parcels to. At the moment, there are two ways you can receive a parcel from a 7-Eleven ParcelMate® locker:

1. **Missed delivery**  
If your parcel was unable to be delivered to your original nominated address, the courier company delivering it might drop-off your parcel at a 7-Eleven ParcelMate® locker nearby. This includes ParcelMate® missed deliveries.
2. **Parcels delivered via select DHL delivery services**  
If you've purchased something that is being delivered by DHL, they might offer you the option to have your parcel redirected to a 7-Eleven ParcelMate® locker (please contact DHL for more info).

We're also working on adding more inbound services, so watch this space!

### How do I open the locker and collect my parcel?

When your parcel has been dropped off at a 7-Eleven ParcelMate® locker, you will receive an SMS and / or email from the courier company delivering your parcel. This will include the 7-Eleven store address as well as an 8 digit PIN needed to open the locker and collect your parcel.

### But the PIN I've received is only 4 digits (instead of 8 digits)?

If you've received a 4 digit PIN for parcel collection at a 7-Eleven store, then your parcel is stored behind the counter at that store. Please speak to the 7-Eleven team member who will be happy to help you collect your parcel.

### What happens if I've lost my PIN?

We all lose things sometimes! If you've lost your PIN, please call the Help Desk on 1300 711 720 and they will help you retrieve it.

### How long do I have to pick up my parcel from a locker? What happens if I don't collect it within the required timeframe?

When you've received your PIN, you have 5 business days to pick up your parcel from the specified 7-Eleven ParcelMate® locker.

If you don't pick up your parcel within 5 business days, the courier company that delivered it will retrieve your parcel and transport it to one of their depots. If this happens, your courier company will notify you of the change. If they haven't, please call the Help Desk on 1300 711 720.

### What hours can I pick up my parcel from a locker?

We all have busy lives so we make this easy. You can pick up your parcel whenever suits, as long as it is within 5 business days of first receiving your access PIN.

### What if my store has the door locked late at night and I want to pick up my parcel?

We are committed to providing services that are convenient and safe for all of our customers and store team members. If your store has its door locked late at night (between 11pm to 5am), you will need to show the collection SMS or email you received from the courier company to the 7-Eleven team member, who will let you in to collect your parcel.

### What if I accidentally left my personal belonging inside the 7-Eleven ParcelMate® locker compartment?

For inbound parcels, you can reopen a 7-Eleven ParcelMate® locker compartment using the same access PIN within 15 minutes of collecting your parcel (as long as the locker compartment hasn't been occupied with another parcel). Alternatively, please call the Help Desk 1300 711 720.

### **Can a friend or family member pick up my parcel?**

For security reasons, we don't encourage you to share your access PIN with others so please keep your PIN secure for your collection.

### **Can I use the lockers for returns too?**

At this stage we are offering an inbound (pick-up) and outbound (sending) parcel services only. But, we're continuing to add more services that we think make our customers' lives more convenient.

### **Where can I find my nearest 7-Eleven ParcelMate® store?**

The number of participating 7-Eleven stores, offering the ParcelMate® service is growing every day and a list is available on the website which is updated regularly.

### **What if the 7-Eleven ParcelMate® locker isn't working or there's an issues with the PIN I've received?**

In the unlikely event that a 7-Eleven ParcelMate® locker isn't working, is offline, or you've encountered an issue with the PIN, please contact the Help Desk on 1300 711 720.

### **What if I find no parcel or the wrong parcel in the locker compartment?**

Please contact the Help Desk (1300 711 720) who will work with your respective courier company to address the issue.

### **What if I my question isn't answered here?**

Please contact the Help Desk on 1300 711 720 for all other questions.