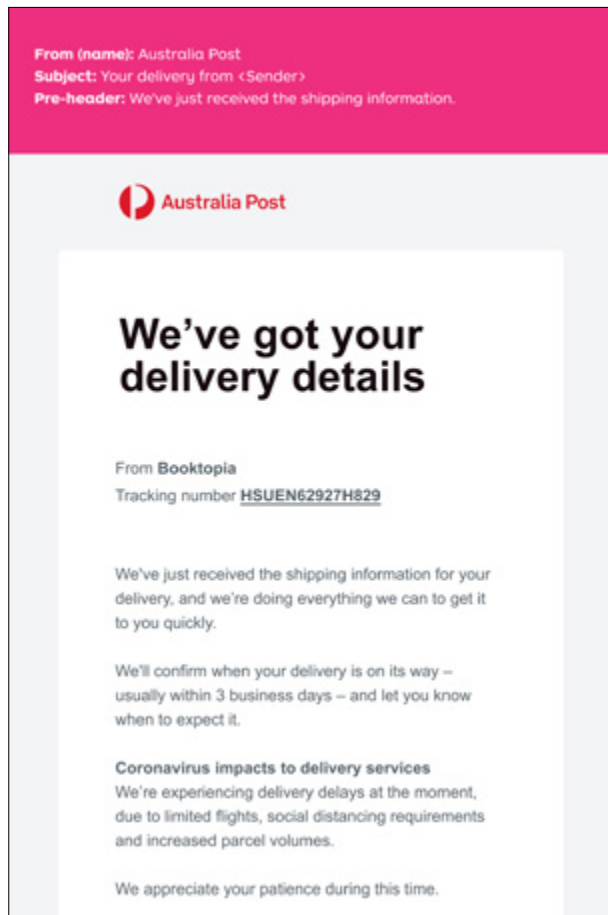


# Enhanced customer tracking experience

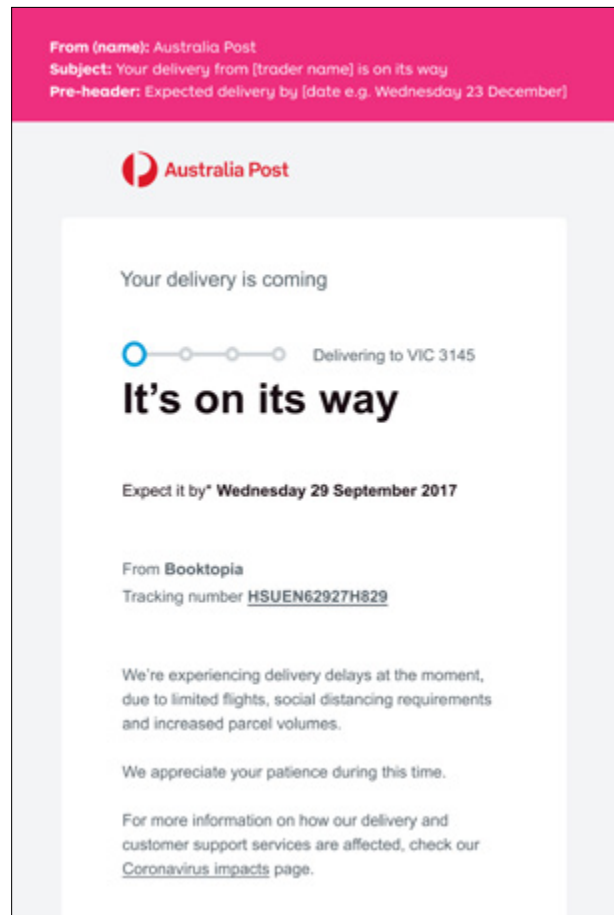
## New notification:



## We've got your delivery details

- A new email notification will be sent to consumers when Australia Post has confirmed receipt of the manifest.
- This will be the first notification consumers receive from us regarding their item.
- Please note that this does not necessarily mean Australia Post has received the item, but it will let the customer know that we are aware of it and they will receive further notifications when it's on its way.

## Updated notifications:



## It's on its way

- These notifications have been updated to include information about delivery delays and references to the Coronavirus impacts page on [auspost.com.au](https://auspost.com.au)

**Here's a great example of how you can explain the delivery delays Australia Post is currently experiencing to your customers.**

"Australia Post is currently experiencing significant delivery delays due to limited flights, social distancing requirements and increased parcel volumes. You can track your delivery through parcel tracking, the chatbot and the MyPost App. For the latest information about delays and impacts please visit [auspost.com.au](https://auspost.com.au)"