

## How to deliver Personal Contact Items (PCIs) - COVID-19 procedure

### Signature items

Signature items, other than Registered items or Xpresspost Certified items, may now be safe-dropped at a POC.

Customs items that have been prepaid online and no longer have an amount owing but still require a signature can be delivered following the same process as normal signature items.

Process:

- Deliver the item following the normal non-signature and safe-drop processes. If there is no safe location to leave the item, card the item to the applicable retail outlet. If you feel the item is sensitive in nature, card the item.
- Scan the item. From the **VERIFY NAME** screen, select the **REFUSED TO SIGN** box.
- In the **first name box** enter the **first initial and last name** of the customer listed on the shipping label. In the **last name box** enter **COVID-19**.
- In the **signature area**, write the word **COVID-19**.

For Registered items and Xpresspost Certified items:

- Complete a delivery notice card (DNC) for the item.
- Transfer the item to the applicable retail postal outlet.

### Proof-of-Age (POA) items and items with customs due:

Process:

- Complete a delivery notice card (DNC) for the item.
- Transfer the item to the applicable retail postal outlet.

Scanning

- Scan the item and select Card Item.
- Select the **OTHER reason** for carding the item and in the free form text type **COVID-19**.