

17 May 2025: Startrack - Customers can now Collect their Premium Air Deliveries 24/7

Please see below communication from Startrack regarding 24/7 delivery collection.

At Startrack we regularly review our products and services to ensure we maintain a safe, reliable and efficient delivery service.

To make it easier for your customers to receive their **Startrack Premium Air parcels** if they are not present when we attempt delivery, in certain circumstances we have been leaving parcels in a secure, 24/7 Australia Post Parcel Locker.

Details

We will leave the parcel in a Parcel Locker outside the Post Office where it would otherwise have been left, or at a Parcel Locker within 1km of the delivery address on the parcel.

We will only leave a parcel in a Parcel Locker if we have the receiver's mobile number to which we can send the Parcel Locker access PIN. StarTrack Airlock parcels or those requiring ID on delivery will not be left in a Parcel Locker. The parcel will only be left at a Parcel Locker after attempting to deliver the parcel in person.

Australia Post Parcel Lockers are free for customers to access with a secure PIN, and are conveniently located at over 800 locations around Australia. Your customers can access their free, designated Parcel Locker 24/7, allowing them to choose a convenient time to collect their parcel. We have now updated our Terms and Conditions to clarify that the use of a PIN meets proof of delivery and signature on delivery requirements. See clause 2.7 of the [StarTrack terms and conditions](#).

Convenient and Secure service

For parcels delivered to Parcel Lockers, Australia Post provides a unique, secure PIN directly to your customer which they must use to obtain their parcel. Use by your customer of the PIN meets StarTrack's signature on delivery requirements.

If you have any questions or need assistance, please don't hesitate to reach out to your dedicated freight consultant.