

# Australia Post

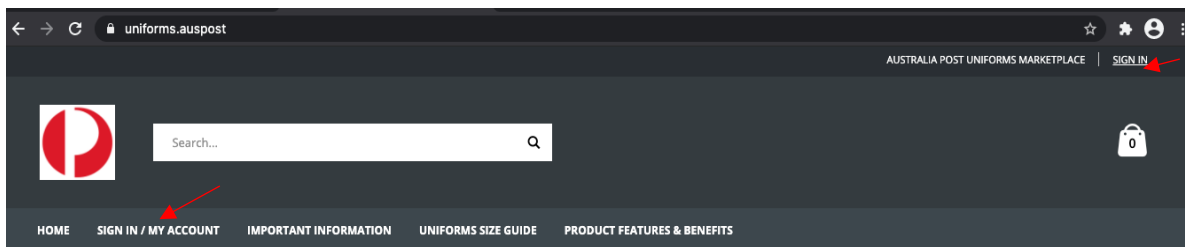
Employees Guide for Operational Uniforms Returns (RMA)

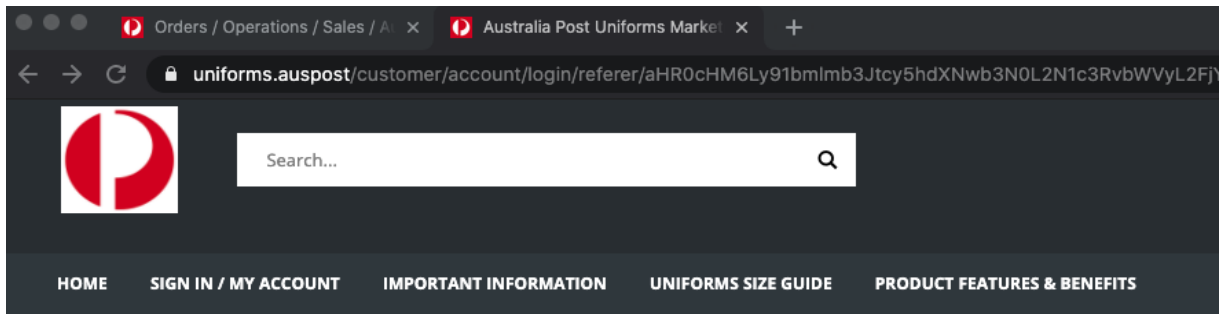
You can only make a return through the website only, not via the app.

### 1.1. Processing a return (RMA) – Desktop through the website <https://uniforms.auspost/>

You can return your purchased uniforms by Logging in to your account.

1. Click on **SIGN IN/MY ACCOUNT** under the search bar or click on **SIGN IN** on the top right corner and fill in your login credentials.  
Login with your username and password.  
Username: Please use your APS Number@auspost.com.au (e.g. 123456789@auspost.com.au)  
Password: First 3 characters of your name with first letter capital and APS number (e.g. For Jackson, the password would be Jac123456789)





## Customer Login

**Registered Customers**

If you have an account, sign in with your email address.

**Email \***

Please use your APS Number@auspost.com.au (e.g.: 123456789@auspost.com.au)

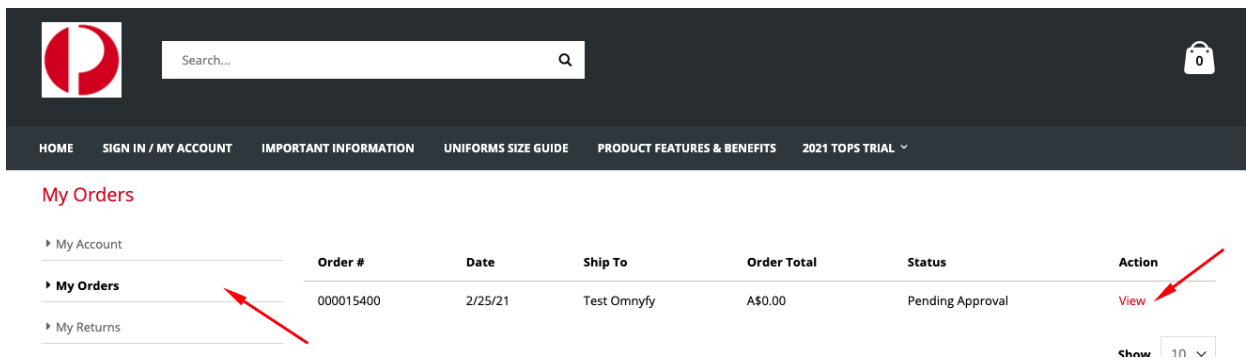
**Password \***

First 3 characters of your name with first letter capital and APS number (e.g.: For Jackson, the password would be Jac123456789)

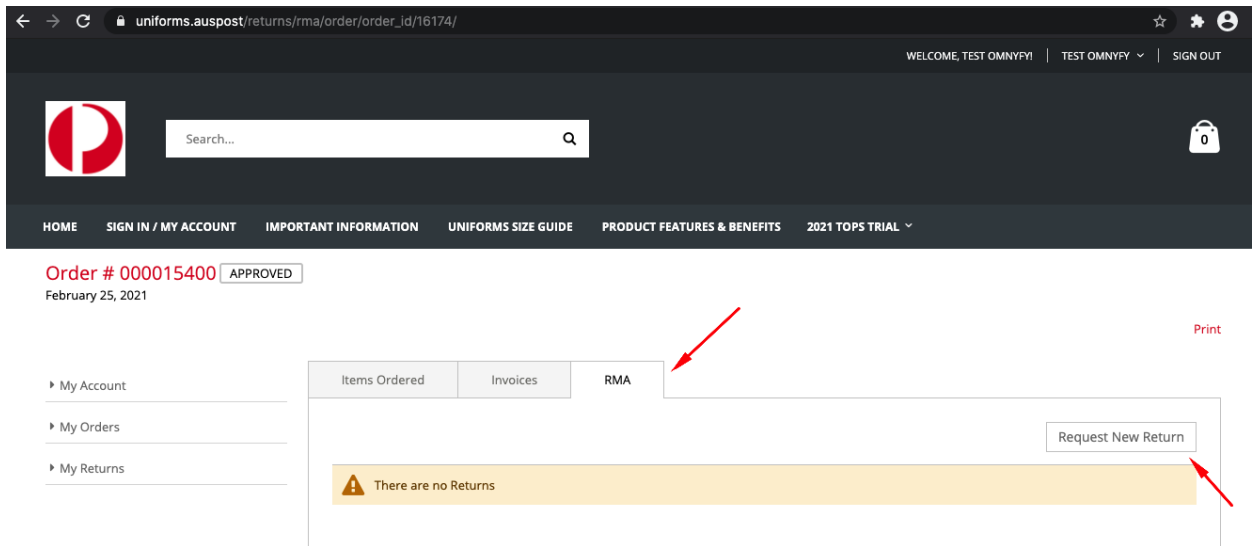
**SIGN IN**

\* Required Fields

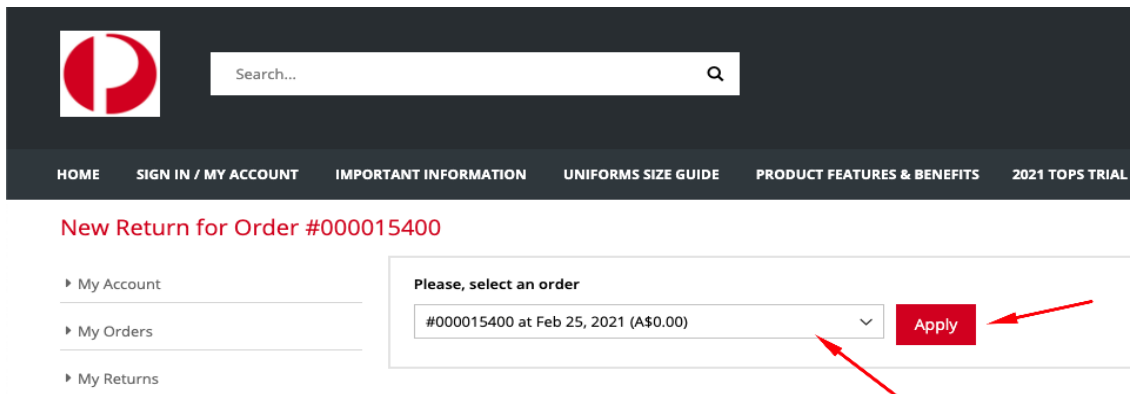
- After you Sign In you will be able to review your past orders product by clicking on My Orders on the left-hand side. From here click on **View** under **Action**.



- On the order page, click on return and choose Request New Return. You will have to individually select and view an order to return.



4. Choose your order from the dropdown and click **Apply**



5. Click on the checkbox under ITEMS IN THIS ORDER and choose suitable options from the dropdowns on the right. Select quantity, reason and condition. Under resolution just select NA.

Search...

HOME SIGN IN / MY ACCOUNT IMPORTANT INFORMATION UNIFORMS SIZE GUIDE PRODUCT FEATURES & BENEFITS 2021 TOPS TRIAL

New Return for Order #000015400

My Account  
My Orders  
My Returns

#000015400 [Remove](#)

**Request Information:**  
Customer Name: Test Omnyfy  
Email Address: testomnyfy@getnada.com

**Order Shipping Address:**  
Test Omnyfy  
20-22 Albert Road  
South Melbourne, Victoria, 3205  
Australia

**ITEMS IN THIS ORDER**

WMN LS TAPED POLO RED/CHAR AUS POST-22

Quantity to return \* 1 / 1

Reason \* **2. Choose relevant information below**  
Incorrect size

Condition \*  
Unopened

Resolution \*  
N/A

**3. Add further details if applicable.**  
Additional Information

Attach files  
Choose file No file chosen

**SUBMIT REQUEST**

6. The next step would be to click submit.

Search...

HOME SIGN IN / MY ACCOUNT IMPORTANT INFORMATION UNIFORMS SIZE GUIDE PRODUCT FEATURES & BENEFITS 2021 TOPS TRIAL

New Return for Order #000015400

My Account  
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**Request Information:**  
Customer Name: Test Omnyfy  
Email Address: testomnyfy@getnada.com

**Order Shipping Address:**  
Test Omnyfy  
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South Melbourne, Victoria, 3205  
Australia

**ITEMS IN THIS ORDER**

WMN LS TAPED POLO RED/CHAR AUS POST-22

Quantity to return \* 1 / 1

Reason \*  
Incorrect size

Condition \*  
Unopened

Resolution \*  
N/A

Additional Information

Attach files  
Choose file No file chosen

**SUBMIT REQUEST**

7. You will be redirected to the My returns page with a confirmation message. You have successfully returned your order.

- From this screen you will need to print the RMA packing slip. You can do this by Clicking on **Print RMA Packing Slip** and printing the slip.

The screenshot shows the RMA tracking page for RMA #RMA-000015400. The status is 'Approved'. A progress bar indicates the stages: Pending Approval (checked), Approved (checked), Package Sent (3), and Closed (4). A message states: "Your Return request has been approved. Please, print RMA Packing Slip and send package to:". Below this, there are two buttons: "Print RMA Packing Slip" and "CONFIRM SHIPPING". The "Request Information" section shows: RMA: #RMA-000015400 (Approved), Order: #000015400 at Feb 25, 2021 (A\$0.00), Date Requested: Feb 25, 2021. The "RMA Items" table lists: Product Name: WMN LS TAPED POLO RED/CHAR AUS POST-Q2, SKU: APP 4-22, Order: #000015400, Qty: 1, Reason: Incorrect size, Condition: Unopened, Resolution: N/A. There is also an "Add Message" section with a text input, "Attach files" (Choose file | No file chosen), and a "SUBMIT" button. The "RMA History" section shows two messages: "Your Return request has been approved." and "Return request has been received. You will be notified when your request is reviewed."

- Once the packing slip is printed and you agree the return will be sent back, click on **CONFIRM SHIPPING**. Your Return is complete. Please put packing slip inside the package and send to return address.

This screenshot is similar to the previous one but with a "Confirm Shipping" dialog box open. The dialog box asks: "Do you confirm, that you have sent the package to the RMA department?". It has a "CONFIRM SHIPPING" button. Red arrows point to the "CONFIRM SHIPPING" button on the main page and the "CONFIRM SHIPPING" button in the dialog box.



10. Please place packing slip inside the uniform package you are returning and write the return address on the package and post off.
  
11. Once your return has been sent off you can order your new uniform through Zycus/MyBuy. You no longer need to use this ordering platform for your uniform.