

Media Release

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Australia Post and Myer Expand Strategic Partnership

Australia Post and Myer have announced a new three-year strategic partnership to further enhance Myer's online customer experience.

Under the agreement, Australia Post will be the primary eCommerce fulfilment partner for Myer, covering the majority of Myer's online orders. The comprehensive partnership also includes Australia Post's Metro Service which offers next-day delivery for Myer eCommerce customers in metropolitan Melbourne, Sydney, Brisbane and the Gold Coast. In the past 12 months Australia Post delivered more than five million parcels for Myer.

In addition to delivery direct to homes, the partnership provides Myer eCommerce customers over 4,700 collection points, including post offices and parcel lockers, across Australia, further streamlining the overall online shopping experience.

Gary Starr, Australia Post's Executive General Manager Parcel, Post and eCommerce Services emphasised the strategic nature of the partnership, and how the latest announcement builds on many years of successful collaboration between the two companies.

"Myer is a valued and long-term partner of Australia Post and the extension and expansion of our carrier services contract underscores our mutual commitment to delivering world-class service for Myer customers. This agreement will ensure that Myer eCommerce customers continue to benefit from both delivery speed and certainty when they shop online.

"Supporting our partners' growth and helping them to unlock the full potential of their eCommerce business, through our extensive delivery network, sits at the heart of Australia Post and I look forward to continuing our support of the Myer business for another three years."

Tony Carr, Myer's Executive General Manager of Supply Chain, highlighted that Australia Post is one of the most trusted organisations in the country, and they share Myer's customer first approach, which is essential in providing a leading online experience to our customers.

"Our ongoing partnership with Australia Post as our eCommerce fulfilment partner is a key part of our Customer First Plan to operate our supply chain effectively and efficiently, in the best interest of our customers.

"Especially at this time of the year, we know there is nothing more important than getting products to our customers in the quickest and simplest way, and our partnership with Australia Post is ensuring both greater speed and more certainty when customers shop with us online.

“Through Australia Post’s Metro service, customers have welcomed the speed of delivery of their online orders, especially in the lead up to Christmas, and we look forward to this service expanding to other locations across the Country.”

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About Australia Post: *As Australia’s postal service for more than 214 years, we’re at the heart of every community. Last financial year we delivered more than 2.5 billion items to 12.7 million delivery points. Australia Post has one of the largest retail networks nationally, with more than 4,000 Post Offices. Australia Post employs people of all ages, genders, and abilities in our extended workforce of more than 63,000 team members, reflective of the diverse communities we operate in. We are proud to be included in the inaugural Indigenous Employment Index with 3 per cent of our workforce identifying as Aboriginal or Torres Strait Islander and we are the largest Australian employer to be certified as a Disability Confident Recruiter.*