

# COVID-19 Frequently Asked Questions

To help provide our customers with clarification around the impact Covid-19 has had on the Aramex New Zealand network, we have developed a list of key 'Frequently Asked Questions' to assist with some of your queries.

Please continue to regularly review our website and special section dedicated to Covid-19 under 'Service Updates' for the most up-to-date and relevant information.

Most importantly, we are working extremely hard under trying circumstances to deliver your goods. With a record number of parcels being processed each day we are behind on our normal service offering in the larger centres and our rural delivery partners are experiencing extensive delays also.

We thank both you and your customer for demonstrating patience and we want to reassure you that all our franchisees are working harder than ever before to service your valued business.

## 1. Is Aramex New Zealand continuing to operate under Level 2?

Yes. Aramex New Zealand falls under the transport sector which is classified as an essential business under the New Zealand COVID-19 government regulations. This extends to our Regional Franchisees, Couriers Franchisees and road linehaul contractors who provide services on behalf of Aramex.

As a united network, we'll continue to work hard to be your link to the rest of New Zealand through our local, nationwide and international delivery and pick-up services for contactless businesses during lockdown level 2.

## 2. What services will you continue to offer during the Level 2?

Aramex New Zealand will continue to operate our courier pickup and delivery services. Under the COVID-19 government guidelines we're required to limit pick-ups to safe and contactless businesses only until advised otherwise.

Due to a number of factors we have currently suspended:

- The domestic overnight air service between the two islands
- All Saturday delivery services

Should you require these services or want to discuss further, please contact your [local depot](#).

## 3. Conditions of Carriage update

Please note, clause 32 has been added to our Conditions of Carriage.

You can view them [here](#)

This change to our Conditions of Carriage is to reflect contactless delivery and that we are unable to obtain signatures on delivery at this time. As a result, should an item be delivered whilst having to practice contactless delivery, any claim for loss will not be accepted whereby a successful delivery scan has been recorded.

Please contact your local Aramex Regional Franchisee should you have further enquiries regarding your shipment by completing the online enquiry form found [here](#).

#### 4. Should I expect service delays?

Due to a high demand for our services coupled with social distancing, contactless delivery and safe business practice requirements, our delivery services continue to be impacted.

Current delivery delays over and above our existing service standards are:

- **Wellington and Christchurch 2-3 days over and above our usual service standards**
- **Rural addresses – we are experiencing significant delays with our rural delivery suppliers so please allow up to an additional 5 working days over the above.**

#### 5. I can't get through to my local depot on the phone, what is the best way to contact you?

In our major centres, Auckland, Wellington and Christchurch the most efficient and responsive way to contact us during this time is to send an enquiry via our [‘Submit a Enquiry’](#) button on the Aramex homepage. Our Customer Service agents are working around the clock to respond to all online enquiries, so please bear with us as we work through these queries and get back to you as soon as practically possible.

For all other regions, our local teams are taking customer calls, however we do encourage you to lodge an enquiry via the [‘Submit an Enquiry’](#) function in the first instance. We continue to urge all customers to only contact us if your parcel has been in the Aramex network for more than the COVID-19 service delivery timeframes listed above.

Once again thank you for your patience as our teams are working around the clock to deliver your goods with safety in mind.

#### 6. What precautionary safety measures are being put in place for Courier Franchisees and at the depot?

We have implemented a number of preventative measures throughout the network to restrict the spread of COVID-19. This includes but is not limited to additional daily cleaning, as well as providing Courier Franchisees and depot staff with strict hygiene and physical distancing rules, support and advice.

If couriers or staff develop flu-like symptoms such as a fever, sore throat or are feeling unwell, they will be asked to leave their place of work immediately, contact their local GP and not return to work until they possess a valid medical certificate.

#### 7. I still don't feel comfortable signing for a parcel. What measures do you have in place to avoid this?

We're continuously devising new strategies and protocols to ensure our business continues to operate effectively within the Ministry of Health (MOH) guidelines.

In cases where signatures are a mandatory requirement, we have developed a 'Contactless Signature Service' procedure which has been implemented nationwide.

For non-signature required items, we introduced the COVID-19 blanket Authority to Leave (ATL) for all residential and business deliveries. This means your parcel will be delivered to a safe place at your delivery address.

Our aim is to minimise the contact between our Courier Franchisee and the customer whenever possible.

#### 8. Can you tell me more about contactless pickup and delivery procedures?

We have developed a contactless delivery option due to the COVID-19 situation.

In cases where signatures are required, the following procedures apply;

- The Courier Franchisee must alert the customer of their arrival by knocking on the door then stepping back to

create a 2-metre distance

- If the customer is not home, they will follow an Authority to Leave- Covid-19 process whereby the Courier Franchisee will place the item in a safe place and take a photo as proof of delivery.

If there is no visible safe place to leave the item, an Aramex New Zealand Calling Card will be left providing further details on how you can arrange a redelivery.

#### 9. Will my local depot be operating the same hours?

All facilities are now back to normal trading hours and are adhering to social distancing protocols for items being uplifted or dropped off to our facilities.

Please allow for delays as a result.

#### 10. Do you have any contactless sending platforms we could implement during this time?

We recommend customers to utilise our electronic sending platform, MyFastway, for a contactless and streamlined sending process:

The myfastway portal is:

- **Easy-to-use**
- **Simple and fast to sign up**
- **Self service**
- **Fully electronic**
- **Able to upload funds in an instant**
- **Suitable for businesses large and small**
- **Designed to print labels from any printer**

Our couriers are ready and can collect your parcels from your business or home address. If you would be interested in using our MyFastway platform, please sign up via [myfastway.co.nz](https://myfastway.co.nz) or email us on [Sales@aramex.co.nz](mailto:Sales@aramex.co.nz).

#### 11. With the closure of numerous airlines, how will your international services be impacted?

Since the outbreak and spread of COVID-19, air travel across the world has been severely affected. Airlines still flying have introduced tariff hikes to subsidise for the loss of passengers. To mitigate the impact, as a global organisation we will be implementing an additional surcharge to ensure we continue to deliver a world class service.

On 29 March 2020 we introduced an additional surcharge of NZD\$2.00 per KG on all export and import shipments as well as an 18% currency surcharge. These surcharges are a temporary measure and will apply to all shipments such as documents and parcels.

While we cannot estimate at this stage how long the global pandemic will endure, we want to assure you that this surcharge is necessary and will only apply while we continue to use alternatives, due to limitations and restrictions in most countries.