

Aramex Alert Level One

Frequently Asked Questions

To help provide you, our customers, with clarification around the impact of Alert Level 1 on Aramex New Zealand services, 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.

1. Are deliveries and pick-ups contactless during Alert Level 1?

If you have paid for a ['Signature on Delivery'](#) Service, either business or residential, we will obtain a signature at the time of delivery.

As we remain in Alert Level 1, recipients can request (through their local courier or Regional Franchisee) for a contactless 'Signature on Delivery' service for those who wish to maintain distance and minimise interaction. The sender can also make this request through their local courier or Regional Franchisee.

2. What is the contactless delivery procedure for 'Signature on Delivery' items?

We keep our contactless delivery service easy and efficient.

Our Aramex New Zealand courier driver will arrive at your house and knock on your door to alert you of their presence. The driver will then stand back (1.5 metres or more) to provide a safe distance between you.

The driver will request your name which will then be recorded on their handheld device. This acts as a contactless signature on your behalf and confirms proof of delivery. The driver will then place the parcel down in front of you.

If no one is home at the delivery location, your parcel will enter our Parcel Connect network. This ensures that the parcel is on-boarded with your driver once again and dropped off to your nearest local Parcel Connect agent.

3. Are Regional Franchises open for parcel collection and drop off in Alert Level 1?

Yes. All facilities are operating under normal trading hours and will be adhering to social distancing measures as items are uplifted or dropped off.

4. What precautionary safety measures are being put in place for Courier Franchisees, customers and our facility teams?

We will continue to operate using recommended Health and Safety precautionary measures throughout all Aramex depots in New Zealand.