



Peak Season Partnership

Planning for growth together.
A practical guide to preparing your shipping,
delivery and returns for peak.

aramex
delivery unlimited



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Planning for peak

Aramex is here to help you provide the best delivery experience for your customers.

Peak can bring some of the biggest sales opportunities of the year, but it can also place more pressure on stock, packing, dispatch, delivery and customer service.

Aramex has been delivering for Australian businesses through peak retail periods for more than 30 years. One thing we have learnt is that preparing for peak works best when the sender and delivery partner plan together.

You already know how to run your business. This guide is a refresher to help you check everything is organised and ready for peak.



Preparing for increased volume

Peak is becoming a longer trading period

Parcel demand tends to increase from September, build into October and peak through November with Black Friday and Cyber Monday, then continues into Boxing Day, and remains elevated through summer.

Oct 2026	 10% Increase
Single's Day 11 Nov	 24% Increase
Black Friday 27 Nov	 40% Increase
Cyber Monday 30 Nov	 40% Increase
Boxing Day 26 Dec	 20% Increase
Jan 2027	 20% Increase
Feb 2027	 20% Increase

Retailer and consumer mindsets ahead of peak

Australian retailers are still expecting growth in 2026, but customers are becoming more selective.

77% of retailers expect sales growth*	34% of consumers plan to restrict spending*	32% expect to switch to cheaper options*
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That makes planning for both growth and changing customer expectations useful.

Are your sales dates locked in?

If so, make sure to share key dates with your local Courier Franchisee. This helps them prepare and support your requirements ahead of time.



*Deloitte Retail Report 2026: Peak Season, Peak Stakes (150 retail executives and 1,000 Australian consumers surveyed, fieldwork June 2026, published 27 August 2026).

Let your customer decide

Different orders can call for different delivery options

Some customers will prioritise cost. Others place more value on speed, security or how they receive their parcel.

STEP 1

How should the parcel move?

Economy Delivery Service

A reliable, cost-effective option for standard parcel delivery.



Priority Delivery Service

For orders that need to skip the queue. Priority parcels are sorted and loaded first.



Address

City

Postcode

Australia

Shipping method

☐ Aramex Economy Delivery Service
Transit time 1-2 business days

☒ Aramex Priority Delivery Service
Transit time 1 business day

Payment

☒ Credit card

Card number

1234 5678 9012 3456

Expiration date

MM / YY

Security code

CVC

[Complete order](#)

All transactions are secure and encrypted

STEP 2

How should it be delivered?

Authority to Leave

Parcels are left in a safe place at the delivery address.*



Standard Delivery

An attempt is made to obtain a signature. If unavailable, it is left in a safe place at the delivery address.*



Signature Delivery

Requires the receiver's signature.*



Secure PIN

The receiver is sent a unique 4-digit PIN which must be entered to complete the delivery.



Click & Collect

Parcels are securely delivered to a convenient collection point, ready for receivers to pick up at a time that suits them best.



**Photo or signature proof of delivery is available for senders and receivers via aramexConnect.*



TIP: You do not need to offer every Aramex service at checkout!

The right combination will depend on your products, customers and the types of orders you send. Your local Aramex team can assist if you need support.

Packaging and labelling

Ensure your parcels are protected

Before peak begins, it can be worth checking that you have enough boxes, satchels, labels and protective material for the volumes you expect.

Packaging

- Choose a box or packaging type that suits the size and weight of the item
- Limit empty space and use suitable cushioning
- Wrap fragile items individually
- Use strong shipping tape to seal exposed edges

Labelling

- Clear, correctly positioned labels help parcels scan through the network.
- Remove old labels and barcodes
- Place the label on a flat upper surface
- Keep tape away from thermal labels and barcodes



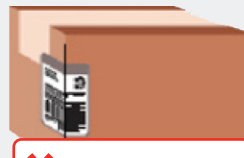
LEARN MORE >



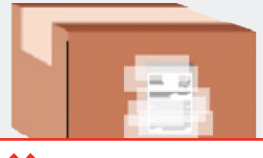
✓ Correct



✗ Covered by strapping



✗ Wraps corner



✗ Covered by tape

Need satchels?

Aramex offers plain white shipping satchels for everyday sending.

They are available in bulk and can be a useful option for suitable smaller items, particularly when preparing for increased parcel volumes during peak.

LEARN MORE >

FROM
13^c
PER SATCHEL



Choosing the right shipping workflow



Match the way you create labels to the way you send

The best setup depends less on the size of your business and more on how orders are created and how you prefer to manage dispatch.

Send item

Best for individual shipments

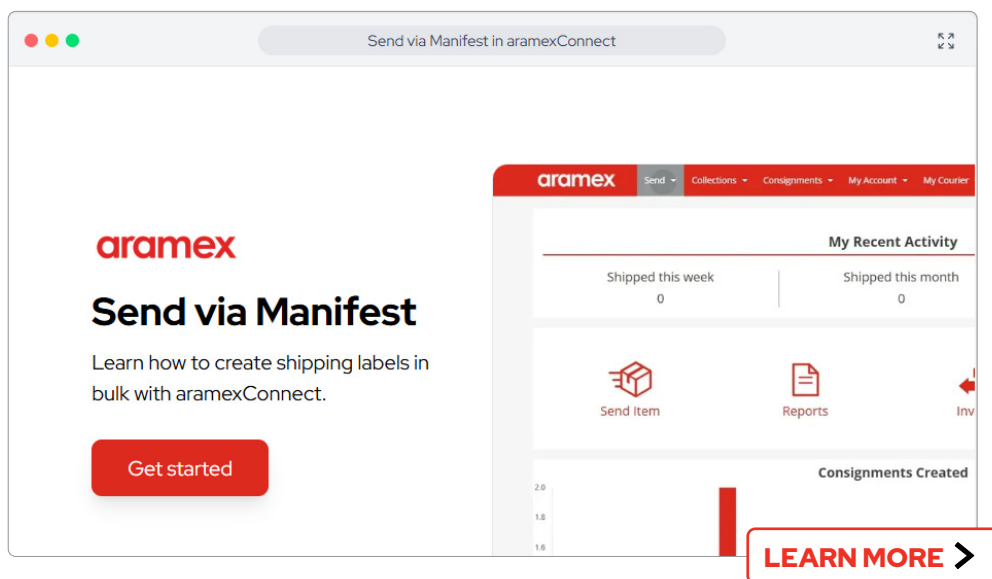
Consider this if you create parcels individually and do not need to connect an online store.



Send via manifest

Best for batch shipments

Consider this if your order data already sits in a spreadsheet or other system and you regularly prepare labels in batches.



Integration

Best for eCommerce shipping

Consider this if you want to automate creating shipping labels, calculating shipping costs and fulfilling orders. aramexConnect is compatible with a range of third-party integrations for leading eCommerce platforms.



Not sure where you fit?

Your local Aramex team can help review your parcel volume and current process.

Pickup success

Get to know your local Courier Franchisee

Aramex Courier Franchisees are small business owners operating within a defined territory. For regular senders, having a relationship with your local Courier Franchisee can be particularly useful when volumes or pickup requirements change.

Pickup times vary by location and route

If your dispatch requirements are time-sensitive or your business sends daily, a regular scheduled pickup may be worth discussing with your local Courier Franchisee.



An extension of your team

Many of our customers say their Courier Franchisee becomes an unofficial part of the team.

Get to know your local Courier Franchisee at your next pickup and ask for their business card.



Creating a better delivery experience

aramexconnect

It's easy to track Aramex parcels with Receiving Mode

Once an order has been dispatched, your customers want to know what is happening next, so ensuring they can access clear information about their parcel is crucial.

With Receiving Mode in aramexConnect, your customers can:



Track all Aramex deliveries in one place

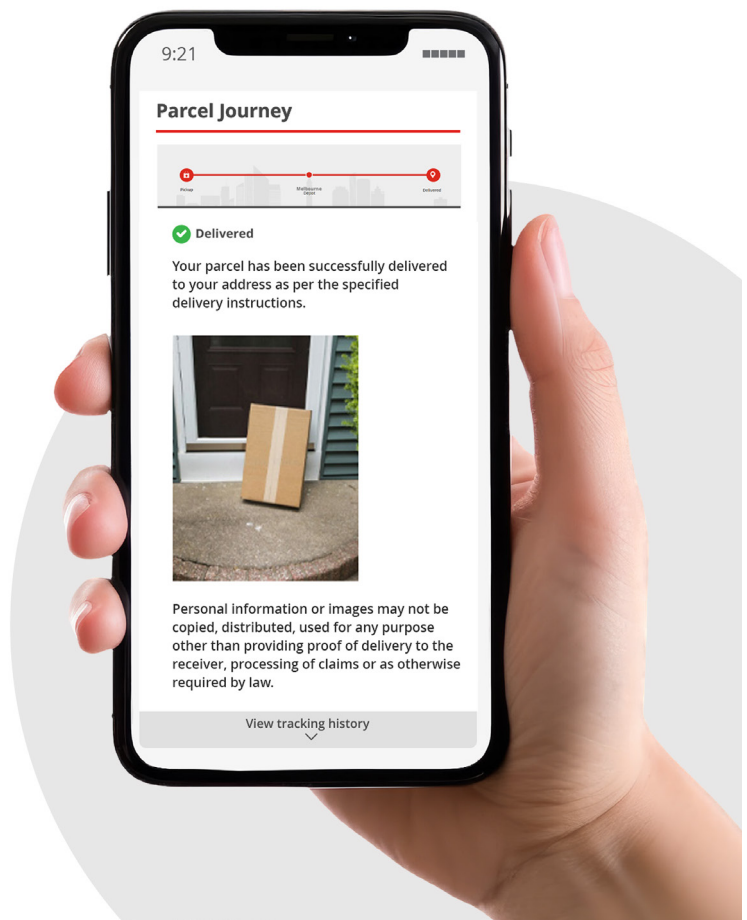


See photo proof or signature proof of delivery



Book redeliveries or redirect your parcel if needed

**Trusted by
500,000+
receivers
to track their
parcels**



Help customers stay informed

Consider including information about Aramex tracking and Receiving Mode in:

- Dispatch confirmation emails
- Shipping information pages
- Shipping FAQs

Download the aramexConnect promotional guide.



Staying informed

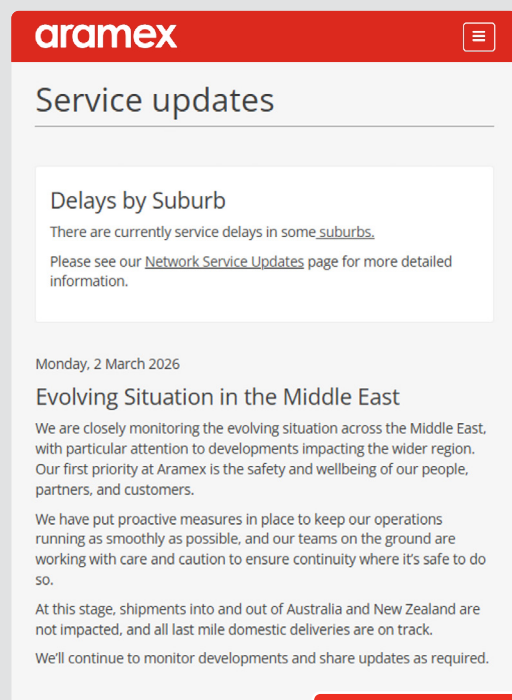
Helping you plan when conditions change

Unexpected events can affect delivery timeframes. This could include severe weather, natural disasters, transport disruptions or delays affecting a particular part of the Aramex network.

When there is information that may affect your shipping, we'll ensure to keep you updated via customer communications and dedicated pages on aramex.com.au.

Service Updates

This provides information about broader events that may affect Aramex services, including major operational or international disruptions or changes affecting shipments.



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Service updates

Delays by Suburb
There are currently service delays in some [suburbs](#).
Please see our [Network Service Updates](#) page for more detailed information.

Monday, 2 March 2026

Evolving Situation in the Middle East

We are closely monitoring the evolving situation across the Middle East, with particular attention to developments impacting the wider region. Our first priority at Aramex is the safety and wellbeing of our people, partners, and customers.

We have put proactive measures in place to keep our operations running as smoothly as possible, and our teams on the ground are working with care and caution to ensure continuity where it's safe to do so.

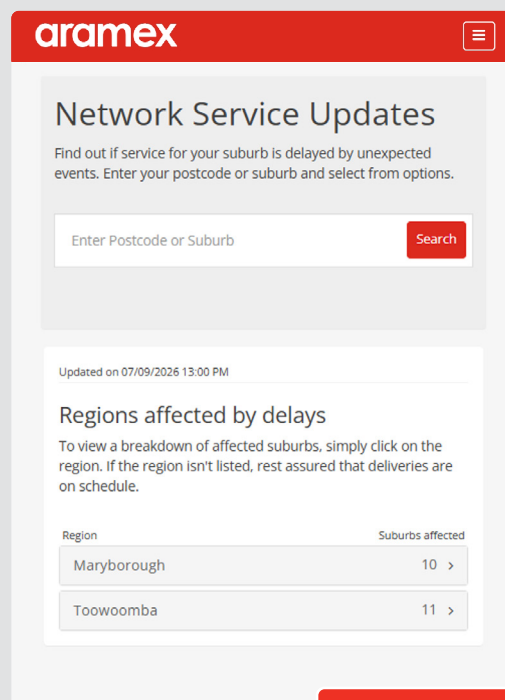
At this stage, shipments into and out of Australia and New Zealand are not impacted, and all last mile domestic deliveries are on track.

We'll continue to monitor developments and share updates as required.

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Network Service Updates

Search by suburb or postcode to check for current delays in specific areas of the Aramex Australia network.



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Network Service Updates

Find out if service for your suburb is delayed by unexpected events. Enter your postcode or suburb and select from options.

Enter Postcode or Suburb **Search**

Updated on 07/09/2026 13:00 PM

Regions affected by delays

To view a breakdown of affected suburbs, simply click on the region. If the region isn't listed, rest assured that deliveries are on schedule.

Region	Suburbs affected
Maryborough	10 >
Toowoomba	11 >

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TIP: Reference these resources on your shipping page so customers can access them with ease.

Preparing for returns

The customer journey does not always end at delivery

Returns and exchanges can increase following major sales periods, so deciding how you want to manage them before peak can make the process easier for both your team and your customers.

RETURNS



Return an Aramex parcel

For eligible items originally sent through aramexConnect, a return label can be created so the parcel can be collected from the customer and returned to the sender.

COLLECTIONS



Collect from another address

This service can be used when a parcel needs to be collected from an alternative address or for an item that was not originally sent through the Aramex network.

OUT-OF-HOME



High-volume returns

For businesses managing larger eCommerce return volumes, Aramex can also support out-of-home return options through HUBBED ParcelPoints.

Customers can drop eligible returns at 2500 participating locations across Australia rather than arranging a home collection.



TIP: Planning your return process early means you can choose the option that best fits your business before the post-peak return period begins.

Black Friday shipping checklist



Black Friday and Cyber Monday kick off the busiest shipping weeks of the year.

Here are eight ways you can turn this guide into action:

- ☐ **Finalise sale dates and estimated pickup volumes**

Share these with your local Courier Franchisee to help them plan for your pickup requirements.

- ☐ **Add delivery options to checkout**

Choose how items should be sent and delivered based on your customer and product requirements.

- ☐ **Order extra satchels, boxes and packaging**

If you need an urgent delivery of satchels, visit aramex.com.au/our-services/shop.

- ☐ **Review shipping workflow**

Make sure the way you create shipping labels still matches how your business operates.

- ☐ **Request up-to-date courier contact details**

Ask your local Courier Franchisee for a copy of their business card or current contact details.

- ☐ **Add Receiving Mode details to order confirmation emails**

Receiving Mode in aramexConnect provides receivers with access to additional details including photo or signature proof of delivery.

- ☐ **Add delivery timeframes to shipping pages**

Keep customers informed of current dispatch times and add your Christmas cut-off dates at the same time.

- ☐ **Review returns process against business requirements**

Be clear about whether sale items can be returned and make sure your existing returns process still meets your business requirements.



TIP: There is no single peak-season setup that suits every business!

Your products, customers, order volume and existing systems will all influence the way you approach shipping.