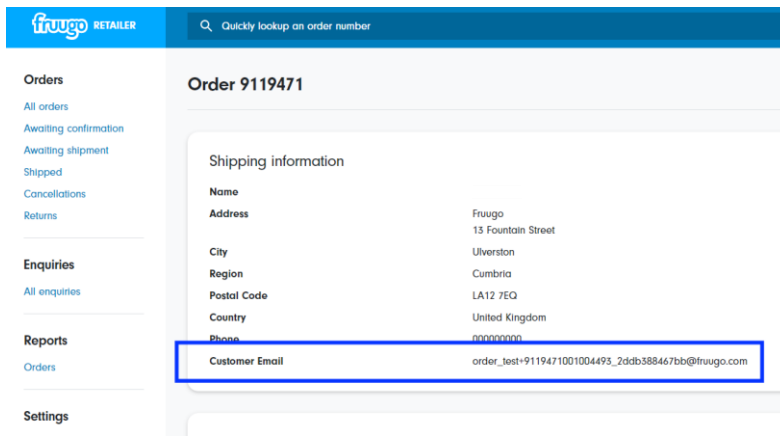




Retailers Guide to Shopper email address sharing

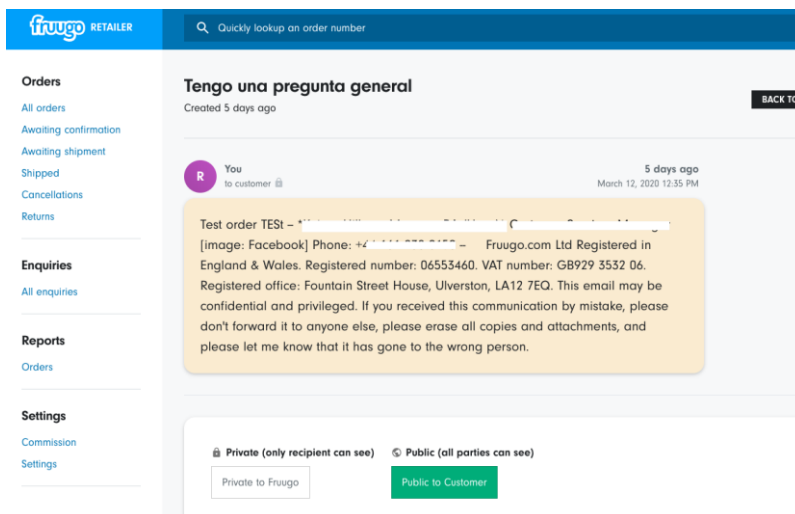
View *masked* email address

1. Login to Retailer Portal.
2. Navigate to an Order.
3. A *masked* email address will be displayed in the 'Customer Email' field (as per Figure 1).
4. You can copy and paste the email value into your own email application to send it to a Courier.



View correspondence sent to *masked* address in RCCS

1. Access RCCS as normal and any correspondence sent to the Shopper via the new *masked* email address will appear as a conversation (as per Figure 2).





Preventing Misuse

1. The *masked* email address will expire 60 days after order completion and 30 days after order cancellation. This is to prevent the email address being used for marketing purposes as this is not what the email is intended for.
2. If you attempt to contact the email address after this time, the attempt will be blocked and an email notice will be sent to yourselves, as well as our customer service team who will investigate usage.
3. We have the ability to enable/disable visibility of the email address for each Retailer, so if this is deemed to be used incorrectly, then this functionality may be removed.

IMPORTANT INFORMATION:

1. When using this email address please ensure that there is no manipulation to format of the address and this is used exactly as displayed, as if this is changed slightly, the customer will not receive the correspondence.