

# Letter products and services guide

July 2023

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## Letter products and services guide

July 2023

### ■ Purpose

The *Letter products and services guide* contains the standards of the Australian Postal Corporation regarding Letter services within Australia. This guide is revised and published periodically.

### ■ Terms and Conditions of service

Under the *Australian Postal Corporation Act 1989*, the Board of the Australian Postal Corporation determines the terms and conditions that apply to postal services. Terms and conditions are contained in the *Australia Post Terms and Conditions (APT&C)* and *Determination of Postage Charges (Rates Determination)*, which are available on our website at [auspost.com.au/terms](https://auspost.com.au/terms).

### ■ Disclaimer

Although Australia Post has made every effort to ensure accuracy of the contents of this guide at the time of publication, Australia Post makes no warranty, guarantee or representation regarding the correctness, completeness, reliability, suitability or accuracy of this guide. The information in this guide may be revised at any time and services may be modified, added to or withdrawn without notice. Up-to-date information is available from any Post Office or telephone **13 POST (13 7678)**. Australia Post shall not be liable to any person for any loss or damage of any kind whatsoever arising from any errors or omissions in this guide or from reliance placed upon all or any part of the contents of this guide.

### ■ Instructions

The *Letter products and services guide* contains references to other guides in the series. These are listed below and available for download from [auspost.com.au](https://auspost.com.au).

- *Dangerous and prohibited goods and packaging guide (8833729)*
- *Domestic parcels guide (8833732)*
- *General products and services guide (8837578)*
- *International mail services guide (8833730)*.

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## How to use this guide

This guide contains detailed reference material about the letter services from Australia Post.

To help you go directly to the right place, set out below are the most common questions and the quick way to find the right answers.

A numeric reference, for example **L1.1**, refers to the section number in this guide.

A reference in italics, for example *Post charges booklet (8833665)* refers to another Australia Post publication or document.

All details of charges are in the *Post charges booklet (8833665)*.

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What rules apply to the Letter services?	For <b>general letters</b> , refer to <b>Section 7</b> . For the <b>physical specifications</b> of envelopes and other articles, refer to <b>Section 8</b> . For <b>correct addressing</b> standards, refer to <b>Section 9</b> .	
What if I have other queries?	Check: <ul style="list-style-type: none"> <li>• the <b>Table of contents</b> at the front of the guide</li> <li>• the <b>Index</b> at the back of the guide</li> </ul> If you cannot find what you need, telephone <b>13 POST (13 7678)</b> .	



## Section 1 – Summary of article characteristics by service

### L1.1 – Ordinary post

Attributes	Small	Large
Height	Minimum	88mm <sup>1</sup>
	Maximum	130mm
Length	Minimum	138mm <sup>1</sup>
	Maximum	240mm
Maximum thickness	5mm	20mm
Maximum weight	250 grams	500 grams
Ratio (length / width)	Rectangular	Rectangular
Plastic wrapping	Yes	Yes
Address conditions	Preferred	Preferred

<sup>1</sup> Strongly recommended

### L1.2 – Clean Mail

Attributes	Small	Small Plus
Height	Minimum	88mm
	Maximum	130mm
Length	Minimum	138mm
	Maximum	240mm
Maximum thickness	5mm	5mm
Maximum weight	125 grams	125 grams
Ratio (length / width)	1.414 <sup>1</sup>	1.414 <sup>1</sup>
Plastic wrapping	No	No
Address conditions	Yes	Yes

<sup>1</sup> The length must be at least *this ratio* times the width.

### L1.3 – PreSort Letters – including Promo Post and Charity Mail

Attributes	Small	Small Plus	Large
Height	Minimum	88mm	88mm
	Maximum	130mm	162mm
Length	Minimum	138mm	138mm
	Maximum	240mm	240mm
Maximum thickness	5mm	5mm	20mm
Maximum weight	125 grams	125 grams	500 grams <sup>3</sup>
Ratio (length / width)	1.2 <sup>1</sup>	1.2 <sup>1</sup>	–
Plastic wrapping	Yes <sup>2</sup>	Yes <sup>2</sup>	Yes
Address conditions	Yes	Yes	Yes
Accepted services	<ul style="list-style-type: none"> <li>• PreSort Letters</li> <li>• Promo Post</li> <li>• Charity Mail</li> </ul>	<ul style="list-style-type: none"> <li>• PreSort Letters</li> </ul>	<ul style="list-style-type: none"> <li>• PreSort Letters</li> <li>• Charity Mail</li> </ul>

<sup>1</sup> The length must be at least *this ratio* times the width.

<sup>2</sup> Conditions apply, refer to relevant service guide for full details.

<sup>3</sup> Charity Mail Large size category maximum weight is 250 grams.

### L1.4 – Print Post

Attributes	Small	Large
Height	Minimum	88mm
	Maximum	130mm
Length	Minimum	138mm
	Maximum	240mm
Maximum thickness	5mm	20mm
Maximum weight	125 grams	1,000 grams (1kg)
Ratio (length / width)	1.2 <sup>1</sup>	–
Plastic wrapping	Yes <sup>2</sup>	Yes
Address conditions	Yes	Yes

<sup>1</sup> The length must be at least *this ratio* times the width.

<sup>2</sup> Conditions apply, refer to relevant service guide for full details..

## L1.5 – Acquisition Mail

Attributes		Small	Small Plus
Height	Minimum	88mm	88mm
	Maximum	130mm	162mm
Length	Minimum	138mm	138mm
	Maximum	240mm	240mm
Maximum thickness		5mm	5mm
Maximum weight		125 grams	125 grams
Ratio (length / width)		1.2 <sup>1</sup>	1.2 <sup>1</sup>
Plastic wrapping		Yes <sup>2</sup>	Yes <sup>2</sup>
Address conditions		Yes	Yes

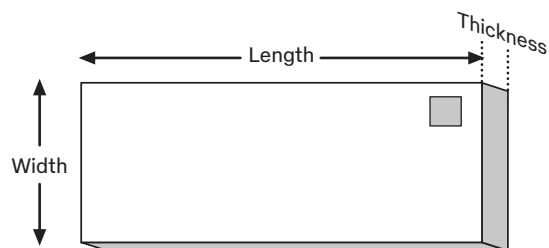
1 The length must be at least *this ratio* times the width.

2 Conditions apply, refer to relevant service guide for full details.

## Section 2 – Letter service – weight, size, contents

### L2.1 – Letters – general

A “letter” is a rectangular article with a length, a width, a thickness, and a weight.



There are two sizes for the ordinary post service:

- Small letter
- Large letter.

Bulk letter services use different terminology to allow a wider range of differential pricing. Refer to **L6.1 – Bulk letter sizes and weights**.

### L2.2 – Small letter

A Small letter conforms to the limits shown below. Any article with any measurement that exceeds these limits is not a Small letter – it is either a Large letter or a parcel and attracts the appropriate postage charge. For bulk letter services the limits are different. Refer to **L6.1 – Bulk letter sizes and weights**.

Dimension	Maximum
Length	240mm
Width	130mm
Thickness	5mm
Weight	250 grams

#### ■ Minimum length of a Small letter

Australia Post strongly recommends that a Small letter is distinctly rectangular in shape. Articles with a ratio less than 1.414 (length / width) may require manual processing. To avoid articles being trapped in machinery or other articles, articles should exceed 88mm × 138mm.

#### L2.2.1 – Recommended envelope sizes – Small letter

Within the specified limits for a Small letter, some envelope sizes are more suitable for machine processing than others are. Australia Post encourages the use of the following envelope sizes, as these lead to quick and efficient mail sorting.

Size	Dimensions
DL	110mm × 220mm
C6	114mm × 162mm
DLE	114mm × 225mm
DLX	120mm × 235mm

The DL and C6 sizes are international standard sizes, recommended by the International Organisation for Standardisation (ISO).

#### L2.2.2 – Sealing of envelopes

Sealing of Small letters is strongly recommended. If posted unsealed, the opening must not exceed 88mm.

#### L2.2.3 – Other characteristics of a Small letter

For other characteristics of a Small letter such as colour, strength, porosity, luminescence, window panels etc refer to **L8.1 – Envelopes**.

### L2.3 – Large letter

A Large letter is rectangular, conforms to the limits shown below, and is not a Small letter. Any article with any measurement that exceeds these limits is not a Large letter – it is a parcel. For bulk letter services the limits are different. Refer to **L6.1 – Bulk letter sizes and weights**.

Dimension	Maximum
Length	360mm
Width	260mm
Thickness	20mm
Weight	500 grams

For Unaddressed Mail, the maximum weight is 100 grams, unless by special arrangement.



**L2.3.1 – Recommended envelope sizes – Large letter**

Australia Post encourages the use of the following five envelope sizes, as these lead to quick and efficient mail sorting.

Size	Dimensions
C5	162mm × 229mm
B5	176mm × 250mm
C4	229mm × 324mm
B4	250mm × 353mm
B6 / C4	125mm × 324mm

All sizes are international standard sizes, recommended by the International Organisation for Standardisation (ISO).

**L2.3.2 – Sealing of envelopes**

Sealing of Large letters is strongly recommended. If posted unsealed, the opening must not exceed 88mm.

**L2.3.3 – Other characteristics of a Large letter**

For other characteristics of a Large letter – such as colour, strength, porosity, luminescence, window panels, and so on, refer to **L8.1 – Envelopes**.

**L2.4 – Seasonal greeting card**

Senders may enclose a seasonal greeting card in a sealed Small or Large envelope endorsed **CARD ONLY**. The endorsement must be in the top left of the front of the envelope. During November and December, Small and Large seasonal greeting cards attract a special postage charge (maximum weight 125 grams). Refer to the *Post charges booklet* (8833665).

**L2.5 – Metered / Imprint mail**

Small and Large letters that are postage paid by an approved postage meter or an Australia Post Business Credit Account attract a special postage charge. Refer to the *Post charges booklet* (8833665).

**L2.6 – Preparation of letter mail**

Small and Large letters must be prepared for the mail so that:

- any person handling the letter cannot be injured
- equipment and vehicles (particularly aircraft) cannot be damaged during processing and carriage
- the letter's contents cannot escape and cause damage to other postal articles
- the letter's contents are protected against loss or damage by the inevitable stresses of high-speed machine processing and carriage through the mail.

For details of how to prepare articles for the mail, refer to *Dangerous and prohibited goods and packaging guide* (8833729).

**L2.6.1 – Contents of a Small letter**

Small letters must be reasonably flexible to ensure that they can be processed through high speed mail sorting equipment. Examples of items that could get damaged include pencils, pens and items enclosed in a hard case. Refer to Section **L8.1.1 – Introduction**.

## Section 3 – Letter service

### L3.1 – Ordinary post

This section describes the service for Small and Large letters that do not use the Express Post or the Registered Post services. The ordinary post service provides:

- easy lodgement at street posting boxes or over the counter
- carriage by air where an air service is available and is necessary to meet delivery timetables
- customer service back-up
- optional use of postage prepaid envelopes
- optional addition of Priority label for shorter delivery timetable (refer to **L3.1.2 – Delivery timetables**)
- account facilities available under certain circumstances (refer to **L7.2 – Methods of payment of postage**)
- supplementary and special service options to meet all mailing needs (refer to **Section 4 – Registered Post and supplementary services, Section 5 – Special services, and Section 6 – Bulk letter services**).

#### ■ Charges

Postage charges for ordinary post are available in the *Post charges booklet* (8833665).

#### L3.1.1 – Lodgement

You may lodge letters for carriage by ordinary post:

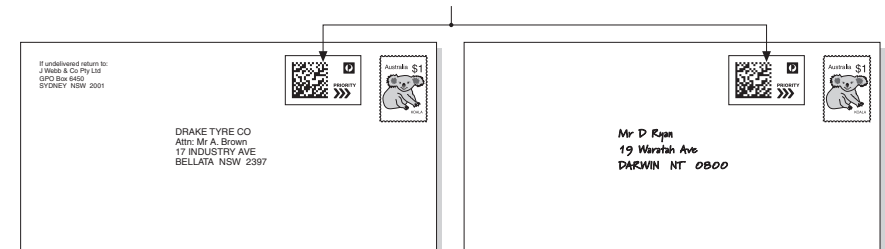
- in any of the more than 15,000 street posting boxes around Australia, provided the appropriate postage is prepaid and any necessary postage stamps, including Priority label (if required), are attached. Mail bearing a Postage Paid Australia indicium must not be lodged in a street posting box, unless it has been marked “return to sender”.
- over the counter at participating Post Offices nationwide.

#### L3.1.2 – Delivery timetables

The table below shows the estimated delivery time (business days) for letters sent to the **Priority** timetable within Australia.

Lodged for delivery ...	Within the same state	Between states
<b>Within metropolitan areas of capital cities, or within the same city or town or an adjacent city or town in the same state</b>	1 day	not applicable
<b>Between metropolitan areas of capital cities</b>	not applicable	2 days
<b>Between metropolitan areas of capital cities and country locations</b>	2 days	3 days
<b>Between country locations</b>	2 days	4 days

The Priority label is affixed to the left of the postage stamp.



Letters sent at the **Regular** delivery timetable will take up to 2 business days longer than the estimated delivery times above.

These timetables are guidelines only and based on reasonable expectations and experience. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timetables.

#### ■ Other states

For the purpose of the delivery timetable, the Territories of ACT and NT are each a distinct state. For charging purposes, ACT is part of NSW.

### L3.1.3 – Postage prepaid envelopes

Postage prepaid envelopes provide:

- a single price that includes the envelope and prepaid carriage by ordinary post to anywhere in Australia – refer to the *Post charges booklet* (8833665)
- carriage by air, where an air service is available and necessary to meet the delivery timetable
- retention of validity despite any future postage increases
- discounts for bulk purchase
- optionally, the sender's details and messages, such as a company logo, printed on the envelopes.

Registered Post and Extra Cover are available with postage prepaid envelopes if the appropriate supplementary fees are prepaid and the lodgement conditions met. Refer to **L4.1 – Registered Post** and **L4.2 – Extra Cover up to \$5,000**.

Priority labels can be purchased and affixed next to the postage indicator (stamp image) on Postage prepaid envelopes.

#### ■ Small prepaid envelopes

The following prepaid Small envelopes are available.

Envelope	Dimensions	Maximum weight	Maximum thickness	Unit of sale
DL	110mm × 220mm	250 grams	5mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>
DL window-face	110mm × 220mm	250 grams	5mm	<ul style="list-style-type: none"> <li>• Pack of 50</li> <li>• Box of 500</li> </ul>
C6	114mm × 162mm	250 grams	5mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>
C6 window-face	114mm × 162mm	250 grams	5mm	<ul style="list-style-type: none"> <li>• Pack of 50</li> <li>• Box of 500</li> </ul>
Postcards	105mm × 145mm	–	–	<ul style="list-style-type: none"> <li>• Single postcard</li> </ul>

Prices depend on the pack size and quantity purchased. Refer to *Post charges booklet* (8833665).

#### ■ Large prepaid envelopes

The following prepaid Large envelopes are available:

Envelope	Dimensions	Maximum weight	Maximum thickness	Unit of sale
C5	162mm × 229mm	500 grams	20mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>
C4	229mm × 334mm	500 grams	20mm	<ul style="list-style-type: none"> <li>• Pack of 50</li> <li>• Box of 500</li> </ul>
B4	250mm × 353mm	500 grams	20mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>

Prices depend on the pack size and quantity purchased. Refer to *Post charges booklet* (8833665).

## L3.2 – Express Post

Express Post is a simple and cost-effective express delivery service that you can rely on. The Express Post letter services provides:

- guaranteed next business day delivery within the Express Post network
- track events available for viewing online (where available)
- nationwide flat rates and savings of up to 5 per cent for bulk purchases.

For details of the Express Post parcel service or the Express Post Platinum service, refer to the *Domestic parcels guide* (8833732).

### L3.2.1 – Charges

Express Post charges are listed in the *Post charges booklet* (8833665).

### L3.2.2 – Supplementary services

Supplementary services, such as Extra Cover and Signature on Delivery are available with Express Post (additional charges apply).

### L3.2.3 – The Express Post guarantee

Delivery is guaranteed within the Express Post network on the next business day, provided your Express Post envelope is correctly addressed and lodged by the required time on any business day Monday to Friday. Deliveries to or from postcodes outside the Express Post network are given the fastest possible delivery on a non-guaranteed basis. If we do not deliver as promised, we will provide you with another equivalent-value Express Post envelope at no extra cost.

For the guarantee to be valid, all the checklist and lodgement requirements must be completed.

### ■ Checklist

Please ensure that:

- the delivery address is complete, including postcode
- the sender's details are complete, including contact phone number
- the envelope does not weigh more than the weight limit and is not thicker than 20mm when posted
- the envelope contains documents only.

### L3.2.4 – Express Post contents

The Express Post letter service is for letters and documents only. Documents include items containing reproducible information, such as computer disks or CDs.

**Note:** Express Post International prohibits some items; refer to the *International mail services guide* (8833730). For items prohibited in Express Post, refer to **L7.5 – Prohibitions**.

### L3.2.5 – Valuable items

You should not use Express Post to send valuable items such as cash or negotiable securities. Australia Post accepts no liability for the loss of or damage to such items. Refer to **L4.1.2 – Items sent via mail that should always be sent by Registered Post**.

### L3.2.6 – Express Post prepaid envelopes

Australia Post offers a range of different size Express Post prepaid envelopes for the delivery of letters and documents. Offering you nationwide flat rates, **savings of up to 5 per cent** are available when you buy envelopes in bulk. You can send items up to 500 grams in weight and 20mm in thickness in each envelope. Express Post envelopes are available in the following sizes.

Envelope	Dimensions	Maximum weight	Maximum thickness	Unit of sale
DL window-face	110mm × 220mm	500 grams	20mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>
C5	162mm × 229mm	500 grams	20mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>
B4	250mm × 353mm	500 grams	20mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>

Prices depend on the quantity purchased. Refer to the *Post charges booklet* (8833665).

### L3.2.7 – Lodgement methods and times

Lodge your Express Post letter:	On a business day (Monday to Friday) by:
In a yellow street posting box	6pm (earlier in Perth suburbs and some provincial cities)
Over the counter of a Post Office in the Express Post network	5pm (earlier in some provincial and suburban Post Offices)

As required posting times may vary in some areas, check the relevant Post Office or Express Post yellow street posting box.

If you post your Express Post item in a red street posting box, it will delay delivery and void the next business day guarantee.

### L3.2.8 – Express Post networks

Guaranteed next business day delivery is only available within the Express Post delivery networks. The national next business day delivery network operates between all capital cities (except Darwin and in Perth CBD only) and some major centres.

Within each state, Express Post provides guaranteed next business day delivery between the primary metropolitan area of the capital and main provincial centres. The Express Post intrastate networks of Victoria, Queensland and Tasmania also link provincial centres with each other.

For most up-to-date information, ask at your nearest Post Office, go to [auspost.com.au/parcels-mail/delivery-areas.html](https://auspost.com.au/parcels-mail/delivery-areas.html) or call **13 POST (13 7678)**.

### ■ The Express Post national network

For next business day delivery, Express Post items can be sent between all locations listed below:

Location	Postcodes
Canberra	0200–0250; 2600–2639; 2900–2920
Sydney and suburbs	1000–1310; 1411–1920; 2000–2249; 2555–2574; 2740–2786
Gosford Region	2250–2263
Newcastle	2264–2310
Wollongong Area	2500–2530
Melbourne and suburbs	3000–3210; 3335–3338; 3340*; 3427–3429; 3750*; 3755*; 3757*; 3765–3767; 3782; 3785–3796; 3800–3810*; 3910–3915; 3930–3934; 3975–3977*; 8000–8899
Geelong and suburbs	3211–3220

Continued on next page

Location	Postcodes
Ballarat	3350; 3353–3356
Bendigo	3550; 3552–3556
Shepparton/ Mooroopna/Kialla	3629–3632 <sup>#</sup>
Seymour	3660–3661
Latrobe Valley	3825; 3840–3844
Brisbane	4000–4209
Gold Coast	2484–2490; 4210–4299; 9726; 9728; 9729
Booval/Ipswich Areas	4300–4305
City of Toowoomba	4350
Strathpine/Caboolture	4500–4510; 4520
Sunshine Coast Areas	4550–4601
Maryborough City	4650 <sup>#</sup>
Hervey Bay City	4655 <sup>#</sup>
Bundaberg City	4670 <sup>#</sup>
Adelaide	5000–5199; 5800–5999
Hobart area	7000–7019; 7050–7053; 7055; 7172 <sup>#</sup> ; 7248–7325, 7900–7999 <sup>†</sup>
Launceston	7248–7325
Perth CBD – From all above locations to Perth CBD	6000–6005; 6800–6899
<b>Only from Perth CBD (6000–6005; 6800–6899) to:</b>	
Canberra CBD	2600–2601
Sydney CBD	1000–1299; 2000–2009
Melbourne CBD	3000–3010; 8000–8010
Brisbane CBD	4000–4004
Adelaide CBD	5000–5005; 5800–5879
Hobart CBD	7000–7003
Launceston	7250 <sup>†</sup>

#### ■ The Express Post NSW/ACT network

Next business day delivery from **Sydney and suburbs (1000–1404; 1411–1920; 2000–2249; 2555–2574; 2740–2786)** to all locations listed below; and from all locations listed below to Sydney and suburbs.

Location	Postcodes
Sydney and suburbs	1000–1404; 1411–1920; 2000–2249; 2555–2574; 2740–2786
Albury/Lavington/ Wodonga	2640–2641 <sup>†</sup> ; 2708 <sup>†</sup> ; 3689–3690
Armidale/University of New England	2350–2351
Bathurst Region	2787–2810; 2820; 2845–2877
Casino	2468; 2470
Coffs Harbour	2450
Dubbo	2830
Gosford Region	2250–2263
Goulburn	2580–2589; 2591–2599
Grafton/South Grafton	2460
Griffith	2680
Kempsey	2440; 2442
Lismore	2480
Newcastle Region	2264–2338; 2413–2430
Port Macquarie	2444
Riverina Region	2590; 2649–2650; 2653; 2665–2672; 2678; 2720–2730
Sawtell, Toormina and Boambee East	2452
South Highlands	2575–2579
Tamworth	2340; 2348
Tweed/Heads/ Murwillumbah	2484–2490
Wollongong/South Coast Region	2500–2554

#### ■ The Express Post VIC network

Location	Postcodes
All locations in Victoria	3000–3999 <sup>†</sup> ; 8000–8999 <sup>†</sup>
Albury / Lavington	2640–2641; 2708

#### ■ The Express Post QLD network

Location	Postcodes
Brisbane and suburbs	4000–4209
Gold Coast	4210–4299; 2484–2490; 9726; 9728–9729
Goodna/Booval/ Ipswich/Boonah/ Lockyer Valley	4300–4349
Toowoomba Area <sup>‡</sup>	4350–4383; 4385–4428; 4486–4487; 4494–4498; 4602–4618
Strathpine/Caboolture/ Sunshine Coast	4500–4601
Maryborough/Burnett/ Bundaberg	4619–4676 <sup>†</sup>
Gladstone	4680 <sup>#</sup>
Rockhampton/Yeppoon	4700; 4701; 4702 <sup>†</sup> ; 4703
Mackay	4740 <sup>#</sup>
Townsville/Bluewater	4810–4815; 4817; 4818 <sup>#</sup>
Cairns	4870 <sup>#</sup>
Casino	2470 <sup>#</sup>

#### ■ The Express Post SA/NT network

Next business day delivery from **Adelaide and suburbs (5000–5199; 5800–5999)** to all locations listed below; and from all locations listed below to Adelaide and suburbs.

Location	Postcodes
Adelaide and suburbs	5000–5199; 5800–5999
Broken Hill (NSW)	2880

#### ■ The Express Post WA network

Next business day delivery from **Perth CBD and suburbs (6000–6214; 6800–6999)** to all locations listed below; and from all locations listed below to Perth CBD and suburbs.

Location	Postcodes
Perth and suburbs	6000–6214; 6800–6999

#### ■ The Express Post TAS network

Location	Postcodes
All locations in Tasmania	7000–7999 <sup>†</sup>

#### ■ Express Post Saturday delivery postcodes

You can send Express Post parcels on Friday, for delivery on Saturday<sup>\*\*</sup>, to locations in the same state between the postcodes listed here:

Location	Postcodes
Canberra	2600–2607; 2609; 2611–2615; 2617–2620; 2911–2914; 2900
Newcastle Region	2300 Township
Sydney and Suburbs	2000; 2003; 2005–2011; 2013–2050; 2060–2082; 2084–2123; 2125–2128; 2130–2156; 2160–2234; 2750–2751; 2759–2770
Wollongong/South Coast Region	2500 Township
Melbourne and Suburbs	3000; 3002–3023; 3025–3062; 3064–3138; 3140–3158; 3160–3163; 3165–3175; 3177–3210; 3931; 3429; 3335; 3805; 3977
Geelong and Suburbs	3220; 3214–3216; 3219; 3228
Bendigo	3550; 3555–3556
Ballarat	3350; 3355–3356
Brisbane	4000; 4005–4123; 4125–4129; 4131–4178
Gold Coast	4215–4226; 4230
Booval/Ipswich Areas	4300–4305
Strathpine/Caboolture	4500
Adelaide	5000; 5002–5070; 5072–5089; 5950
Hobart Area	7000; 7003–7005; 7007–7011; 7015–7016; 7018
Launceston	7248–7250

Continued on next page



Location	Postcodes
Perth CBD	6000; 6002–6030; 6050–6066; 6090–6120; 6127–6160; 6162–6164; 6166–6168

#### ■ Explanation of symbols

# Service guaranteed to Township only.

‡ Next business day delivery to roadside addresses or offshore islands is not guaranteed.

† Service guaranteed to Mail Centre Post Office Boxes only.

\*\*Saturday delivery is only available if you post your item on a Friday to an address within the same state in our Express Post Saturday Delivery network and meet the Express Post Saturday Delivery service conditions. This service will not operate on scheduled public holidays. If the public holiday falls on a Friday or Saturday, the next day of delivery (for Express Post items posted before closing time on the business day before the public holiday) will be the next business day after the public holiday.

## Section 4 – Registered Post and supplementary services

### L4.1 – Registered Post

The Registered Post service is an optional add-on service which provides:

- proof of posting when Registered Post articles are lodged over the counter
- signature obtained on delivery
- compensation against loss or damage to \$100, provided proof of posting exists and the article conforms to the conditions of Compensation and Extra Cover contained in Section G6.1 of the *General products and services guide (8837578)*
- a unique identification number for each Registered Post article.

#### ■ Charges

Registered Post charges are in the *Post charges booklet (8833665)* and are in addition to the postage for the article.

#### L4.1.1 – Supplementary services and service combinations

Registered Post can be used on all ordinary letters, but cannot be added to the following services:

- Parcel Post services
- Express Post
- PreSort Letter services including PreSort, Promo Post, Charity Mail and Print Post
- Unaddressed Mail service.

Registered Post can be sent at Regular or Priority delivery timetables.

The table shows services that you may use as a supplement to Registered Post.

Service	For more information, refer to ...
Prepaid envelopes	L4.1.8 – Registered Post prepaid envelopes
Extra Cover up to \$5,000	L4.2 – Extra Cover up to \$5,000
Delivery Confirmation	L4.3 – Delivery Confirmation
Person-to-person delivery	L4.4 – Person-to-person delivery

#### L4.1.2 – Items sent via mail that should always be sent by Registered Post

The following items should be sent by Registered Post when you send them via mail:

- banknotes and coins. Note: Australian currency should not be sent via mail.
- jewellery and precious stones
- important documents such as passports, wills, or titles
- negotiable securities and non-negotiable securities
- other valuable items.

**Notes:** Australia Post does not accept liability for items lodged via the ordinary letter service. A standard compensation limit of \$100 applies to domestic Registered Post. Senders of valuables should also consider the suitability of Extra Cover or a parcel or courier service.

Please refer to *Australia Post Terms and Conditions* for further details of the fees, conditions and limits that apply to the Registered Post service at [auspost.com.au/terms](https://auspost.com.au/terms).

#### L4.1.3 – Packaging of valuables sent by Registered Post

Valuable items sent by Registered Post must be appropriately packaged. Please refer to the requirements set out in Section D10.17 of the *Dangerous and prohibited goods and packaging guide (8833729)*.

#### L4.1.4 – Articles not accepted in Registered Post

Australia Post does not accept all articles via Registered Post, including but not limited to where:

- the envelope is not in sound condition
- the envelope is not securely sealed
- the envelope bears the appearance of having been opened and resealed
- the address is written in pencil or any erasable medium
- the addressee is a set of initials, an acronym or a code.

#### L4.1.5 – Proof of posting

Proof of posting is necessary to claim compensation in the case of total loss of a Registered Post article.

To obtain proof of posting, you must lodge the Registered Post article over the counter at participating Post Offices. You receive a postmarked receipt that you should retain.

#### L4.1.6 – Proof of delivery

The person accepting delivery of a Registered Post article signs a record of delivery. The delivery office retains this record for 12 months. For details of delivery conditions, refer to Section 4 of *General products and services guide (8837578)*.

If the sender needs to receive the signature they must purchase Delivery Confirmation, refer to **L4.3 – Delivery Confirmation**.

#### L4.1.7 – Registered Post lodgement receipt

You may send individual Registered Post articles by completing a *Registered Post lodgement receipt (8836964)* and receiving a single Registered Post label to affix to an envelope of your choice. The price of the label covers only the registration fee. Refer to *Post charges booklet (8833665)*.

#### L4.1.8 – Registered Post prepaid envelopes

The price of a Registered Post prepaid envelope includes the registration fee and the postage to anywhere in Australia. The following Registered Post prepaid envelopes are available.

Envelope	Dimensions	Maximum weight	Maximum thickness	Unit of sale
Small	130mm × 240mm Designed to enclose a DL envelope	250 grams	5mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>
Large	250mm × 353mm – B4	500 grams	20mm	<ul style="list-style-type: none"> <li>• Single envelope</li> <li>• Pack of 10</li> </ul>

Prices depend on the quantity purchased. Refer to *Post charges booklet* (8833665).

#### L4.1.9 – Registered Post prepaid labels

Registered Post prepaid labels are available individually or in boxes of 50 labels. You can affix a Registered Post label to a Small or Large letter of your choice. The price of the label covers only the registration fee and does not include postage. Refer to *Post charges booklet* (8833665).

#### L4.1.10 – Registered Post imprint

Customers may print their own envelopes containing a Registered Post Imprint and a barcode containing unique article information.



#### ■ Imprint details

Customers should contact their Australia Post account manager or email [rpimprint@auspost.com.au](mailto:rpimprint@auspost.com.au) to request information on the requirements for creating Registered Post Imprint barcodes.

#### ■ Conditions of lodgement

Customers must lodge Registered Post articles bearing a Registered Post imprint:

- at an approved Australia Post lodgement facility
- with Small letters in separate bundles from Large letters
- with Large letters in bundles of the same state of addressee
- with Large letters in bundles of the same weight category, that is:
  - up to 125 grams
  - over 125 grams up to 250 grams
  - over 250 grams up to 500 grams.

#### ■ Multiple lodgement receipt

The *Multiple lodgements receipt* (8836965) must be completed for all bulk Registered Post lodgements. When lodging large volumes, a supporting document listing details of each article can accompany the multiple lodgement receipt. There is no standard form provided by Australia Post, so create your own supporting document – a simple Word, Excel or equivalent document suffices.

#### L4.1.11 – Self service terminals

A domestic postal article placed in a self-service terminal (SST) with a request for Registered Post carriage shall be accepted for that carriage provided the article complies with the conditions of carriage of the service.

Once the postage assessment transaction is finalised, the SST will issue a tax invoice which includes the unique identification for the article and provides proof of purchase.

SSTs also provide an article lodgement option which provides proof of lodgement.

The article lodgement option can be accessed during the postage assessment transaction or as a standalone transaction. If the article lodgement option is selected, the article must be handed to the concierge who will validate the unique identification number of the article(s) being lodged.

If the article lodgement option is selected during the postage assessment transaction the SST will issue a receipt providing proof of purchase and proof of lodgement. If the article lodgement option is selected as a standalone transaction, the SST will issue a proof of lodgement receipt.

#### L4.1.12 – Enquiries

You can make enquiries about the delivery of a Registered Post article or about loss of or damage to its contents within six months of lodging the article. You must be able to quote the Registered Post identification number and produce the lodgement receipt. To make an enquiry please call our Customer Contact Centre on **13 POST (13 7678)** or lodge a missing item enquiry form online at [auspost.com.au/help-and-support](https://auspost.com.au/help-and-support).

## L4.2 – Extra Cover up to \$5,000

### L4.2.1 – Availability

Extra Cover up to \$5,000 is available only as a supplement to articles forwarded by Registered Post. The standard Registered Post service includes compensation to \$100 as part of the registration fee.

For the additional fee payable, refer to *Post charges booklet* (8833665).

### L4.2.2 – Eligibility

To be eligible for additional compensation the article must conform to the conditions of Extra Cover contained in Section 6 of *General products and services guide* (8837578). This includes the definition of adequate packing.

To be eligible for a compensation claim for total loss of an article, you must provide proof of posting. Refer to **L4.1.5 – Proof of posting**.

### L4.2.3 – How to purchase Extra Cover up to \$5,000

To purchase Extra Cover up to \$5,000, you must lodge the article over the counter at an office of Australia Post and complete a Registered Post lodgement receipt. The lodgement receipt records a description of the contents of the article and the level of Extra Cover required.

### L4.2.4 – How to claim Extra Cover

Senders or addressees (where the sender has waived entitlement) may lodge claims:

- via our website at [auspost.com.au/contactus](https://auspost.com.au/contactus)
- or via telephone **13 POST (13 7678)**.

For the conditions that apply to making a claim for Extra Cover, refer to the *General Post guide* (8837578).

## L4.3 – Delivery Confirmation

### L4.3.1 – Availability

The Delivery Confirmation service is available only as a supplement to articles forwarded by Registered Post.

### L4.3.2 – Benefits

Delivery Confirmation provides you with a card, signed by the person who accepted the Registered Post article and postmarked by the delivery office. The standard Registered Post service includes only a record of delivery that the delivery office retains for 12 months.

For the additional fee payable, refer to *Post charges booklet* (8833665).

### L4.3.3 – How Delivery Confirmation works

To purchase the Delivery Confirmation service, you must lodge a Registered Post article at a Post Office. You complete your own address details on a “Delivery Confirmation Card” provided by Australia Post.

The Card accompanies the Registered Post article to the Australia Post delivery office. The assessment of postage charges does not include the weight of the Delivery Confirmation Card.

The Australia Post delivery office:

- obtains the signature of the person who accepts delivery on the Delivery Confirmation Card
- postmarks the Card to confirm the date of delivery
- returns the Card to you in the ordinary post.

## L4.4 – Person-to-person delivery

### L4.4.1 – Availability

The person-to-person delivery service is available only as a supplement to Registered Post. Person-to-person delivery ensures that Australia Post delivers a Registered Post article only to the person named as the addressee.

For the additional fee payable, refer to *Post charges booklet* (8833665).

### L4.4.2 – How person-to-person delivery works

To purchase the person-to-person delivery service, you must lodge a Registered Post article at a Post Office. Australia Post affixes a person-to-person label to the article.

The Australia Post delivery office delivers only to the person named as the addressee. The delivery officer asks for proof of identity in one of the following forms:

- current valid driving licence
- current valid credit card
- current valid passport.

### L4.4.3 – Person-to-person delivery exceptions

Where person-to-person delivery has been requested, the article will be delivered to the addressee except:

- if it is impractical for Australia Post to deliver the article to the addressee, this will be at Australia Post’s discretion
- if the addressee is a minor. In this instance, the article can be delivered to a parent or guardian
- where Australia Post has received a written request from the addressee to deliver to another person
- where a liquidator, receiver, trustee or person has been given power of attorney to conduct business on behalf of the addressee.

■ **Addressee's nominated alternative**

Where an alternative person has been nominated to receive person-to-person deliveries, the request must be in writing, stating the reason for the request and must contain the usual handwritten signatures of both the person making the request and the person nominated as the alternative.

If Australia Post approves the request, the nominated alternative person may receive subsequent person-to-person deliveries on the addressee's behalf. The approval does not apply to articles that Australia Post has already attempted to deliver before the date of the approval.

## Section 5 – Special services

### L5.1 – Articles for the blind

Certain articles for the blind attract concessional rates in the ordinary post, subject to the conditions below.

#### L5.1.1 – Charges

Eligible mail articles for the blind are delivered free of charge or at concessional rates.

#### L5.1.2 – Eligible contents

The following items are eligible in ordinary post as articles for the blind:

- correspondence, documents or literature wholly written in embossed characters as used by the blind – that is, Braille or Moon
- an aid for the teaching of Braille to the blind
- a plate for embossing literature for the blind
- special paper intended solely for the blind, on the condition that any communication on the paper is wholly in Braille or Moon
- any form of speech recording for the use of the blind.

An article that contains any other item not in this list is **not eligible** for the concessional rate. Within Australia, eligible Letters (items must weigh no more than 500 grams) and Parcels up to 7kg are delivered free of charge.

#### L5.1.3 – Eligible participants

To attract the concessional rate, the article must bear the name and address of both the sender and the addressee. At least one of these must be:

- a blind person, or
- an institution or organisation recognised by Australia Post as an institution or organisation which is both organised and operated for the primary purpose of serving the needs of the blind. Refer to **L5.1.5 – Recognised institutions and organisations**.

#### ■ Ineligible participants

Items sent by, or on behalf of, an Australian government agency or organisation are ineligible for the concession rates offered under Articles for the blind.

#### L5.1.4 – Make-up conditions

To attract the concessional rate, the article must:

- comply with the dimensions and weight as defined in **L2.2 – Small letter** and **L2.3 – Large letter**
- not be sealed against inspection
- show the name and address of the sender on the outside of the envelope or cover
- have the *Articles for the Blind label (8835189)* attached, or the words **MATERIAL FOR THE USE OF THE BLIND** (or similar) written on the address side of the article
- contain only eligible contents as defined in **L5.1.2 – Eligible contents**.

#### ■ Articles for the blind label (available at Post Offices).





**L5.1.5 – Recognised institutions and organisations**

Australia Post recognises the following organisations and institutions as eligible participants.

Organisation	Address	Location
<b>New South Wales and Australian Capital Territory</b>		
Association of Blind Citizens of NSW Inc	PO Box 103	BURWOOD NSW 2134
Blinded Soldiers of St Dunstan's Australia	PO Box 626	ROSEVILLE NSW 2070
Canberra Blind Society Inc	GPO Box 1188	CANBERRA ACT 2601
Guide Dog NSW / ACT – Albury	PO Box 1077	ALBURY NSW 2640
Guide Dog NSW / ACT – Canberra	PO Box 84	DEAKIN WEST ACT 2600
Guide Dog NSW / ACT – Chatswood	PO Box 1965	NORTH SYDNEY NSW 2059
Guide Dog NSW / ACT – Coffs Harbour	Suite 3 / 62 Moonee Street	COFFS HARBOUR NSW 2450
Guide Dog NSW / ACT – Newcastle	2nd Floor (Suite 15) 133 King Street	NEWCASTLE NSW 2300
Guide Dog NSW / ACT – Orange	PO Box 2298	ORANGE NSW 2800
Guide Dog NSW / ACT – Westmead	PO Box 16	WESTMEAD NSW 2145
NSW Blinded Soldiers' Association	PO Box 626	ROSEVILLE NSW 2070
Pentronics	PO Box 965	PENRITH NSW 2751
Retina Australia (NSW)	PO Box 397	STRATHFIELD NSW 2135
Royal Institute for Deaf and Blind Children – Hunter Campus	160 Floraville Road	FLORAVILLE NSW 2280
Royal Institute for Deaf and Blind Children – Nepean Campus	PO Box 8161	GLENMORE PARK NSW 2745
Royal Institute for Deaf and Blind Children – North Rocks	Private Bag 28	PARRAMATTA NSW 2124
St Edmund's School	PO Box 582	WAHROONGA NSW 2076

Organisation	Address	Location
St Lucy's School	21 Cleveland Street	WAHROONGA NSW 2076
Vision Australia – ACT	2nd Floor, 22 East Row	CANBERRA ACT 2601
Vision Australia – Coffs Harbour	PO Box 1401	COFFS HARBOUR NSW 2450
Vision Australia – Enfield	PO Box 176	BURWOOD NSW 2134
Vision Australia – Gosford	Unit 1, 237 Mann Street	GOSFORD NSW 2250
Vision Australia – Lismore	PO Box 5071	EAST LISMORE NSW 2480
Vision Australia – Newcastle	7–9 Beaumont Street	HAMILTON NSW 2303
Vision Australia – Orange	PO Box 1391	ORANGE NSW 2800
Vision Australia – Tamworth	PO Box 312	TAMWORTH NSW 2340
Vision Australia – Wagga Wagga	PO Box 6288	WAGGA WAGGA NSW 2650
Vision Australia – Wollongong	PO Box 619	FAIRY MEADOW NSW 2519
William Rose School	PO Box 8035	SEVEN HILLS NSW 2147
<b>Victoria</b>		
Blinded Soldiers of St Dunstan's Australia – Victorian Branch	c/- C King 14 McBride Crescent	SEAFORD VIC 3198
CBM Australia	PO Box 348	BOX HILL VIC 3128
Guide Dogs Victoria	Private Bag 13	KEW VIC 3101
Retina Australia (VIC) Inc	4th Floor, Ross House 247–251 Flinders Lane	MELBOURNE VIC 3000
Royal Victorian Institute for the Blind	557 St Kilda Road	MELBOURNE VIC 3004
St Paul's College	Locked Bag 20	KEW VIC 3101
Statewide Vision Resource Centre	PO Box 201	NUNAWADING VIC 3131
Villa Maria Society	Private Bag 20	KEW VIC 3101

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Organisation	Address	Location
Vision Australia – Ballarat	PO Box 169	WENDOUREE VIC 3355
Vision Australia – Bendigo	PO Box 5076	BENDIGO VIC 3550
Vision Australia – Kensington	346 Macaulay Road	KENSINGTON VIC 3031
Vision Australia – Kooyong	454 Glenferrie Road	KOOYONG VIC 3144
Vision Australia – Seeing Eye Dogs Orientation and Mobility Services	17 Barrett Street	KENSINGTON VIC 3031
<b>Queensland</b>		
Blind Citizens Australia – Brisbane	Kent Street	WOOLLOONGABBA QLD 4102
Guide Dogs for the Blind Association of Queensland	PO Box 50	BALD HILLS QLD 4036
Narbethong State Special School	25 Salisbury Street	BURANDA QLD 4102
Oracle Talking Newspapers – Maryborough & District Committee on the Ageing	PO Box 1084	MARYBOROUGH QLD 4650
Queensland Blind Association Inc	PO Box 444	ANNERLEY QLD 4103
Queensland Blind Bowlers Association (Inc)	PO Box 433	MORAYFIELD QLD 4506
Queensland Braille Writing Association	PO Box 610	ANNERLEY QLD 4103
Queensland Narrating Service	PO Box 1383	COORPAROO DC QLD 4151
Vision Australia – Brisbane (SEDA)	PO Box 6091	FAIRFIELD GARDENS QLD 4103
<b>South Australia and Northern Territory</b>		
Blind Welfare Association of SA Inc	PO Box 163	GREENACRES SA 5086
CanDo4Kids (Townsend House Inc)	PO Box 43	BRIGHTON SA 5048
Guide Dogs SA / NT	251 Morphett Street	ADELAIDE SA 5000
Royal Society for the Blind of SA (Inc)	GPO Box 1855	ADELAIDE SA 5001

Organisation	Address	Location
<b>Western Australia</b>		
Association for the Blind of WA	PO Box 101	VICTORIA PARK WA 6979
Blind Citizens WA Inc	PO Box 101	VICTORIA PARK WA 6979
Senses Foundation Inc	PO Box 143	BURSWOOD WA 6100
The Western Australian Blind Bowlers Association (Inc.)	2 Plain Street	EAST PERTH WA 6004
<b>Tasmania</b>		
Royal Guide Dogs for the Blind Association of Tasmania – Hobart	PO Box 82	NORTH HOBART TAS 7002
Royal Guide Dogs for the Blind Association of Tasmania – Launceston	PO Box 82	NORTH HOBART TAS 7002
Tasmanian Braille Writers' Association Inc	PO Box 291	NORTH HOBART TAS 7002

## L5.2 – Unaddressed Mail

Unaddressed Mail delivers unaddressed advertising articles to delivery points and letter boxes within a specified geographic area. It has the following benefits:

- No postage stamps are necessary.
- No addressing is necessary.
- Mailings can be delivered to any geographic area.
- Significant reductions on normal postage.
- The Reply Paid service can be used in combination with Unaddressed Mail.

Articles may need to be enveloped or wrapped.

Special agreements and charges can be negotiated for non-standard service levels.

### L5.2.1 – Unaddressed Mail delivery points

Unaddressed Mail delivers to all private and / or business delivery points that do not bear the message **NO UNADDRESSED ADVERTISING MATERIAL** or similar words.

Exceptionally, Unaddressed Mail delivers to **all** private and / or business delivery points, if the article is a community notice lodged by or under the authority of:

- local, state, or federal governments or their agencies
- political organisations
- religious institutions
- educational institutions
- charitable bodies, including benevolent and welfare societies.

**Note:** In Victoria due to the Environment Protection Bill: – If a community notice from religious, educational, charitable bodies, benevolent and welfare societies advertises goods or services, regardless of whether the sale is for a charitable purpose, it will be treated as normal Unaddressed Mail, ie. delivered to all delivery points other than “**NO UNADDRESSED ADVERTISING MATERIAL**” or similar words.

### L5.2.2 – Articles

Unaddressed Mail articles can be:

- up to 100 grams in weight
- up to 20mm thick
- up to Large letter size (refer to **Section 2 – Letter service – weight, size, contents** for sizes)
- for delivery to a geographic area defined by locality or postcode.

By special arrangement, Unaddressed Mail can also deliver:

- articles that exceed 100 grams, but weigh below 500 grams
- articles that exceed Large letter size
- to a geographic area that forms part of a locality or postcode.

All articles in a single Unaddressed Mail lodgement must be:

- identical in size and weight
- lodged in trays (supplied by Australia Post) that do not exceed 16kg (including the weight of the tray).

### L5.2.3 – Service combinations

You can use Unaddressed Mail in combination with the Reply Paid service. Contact Australia Post for more information. Telephone **13 11 18**. No other services are available in combination with Unaddressed Mail.

### L5.2.4 – Charges

Unaddressed Mail charges are available in the *Post charges booklet* (8833665). You must pay all charges at the time of lodgement or charge them to an Australia Post Business Credit Account. Refer to **L7.2 – Methods of payment of postage**.

### L5.2.5 – Booking and lodgement

Details of the lodgement requirements and the number of delivery points are available at [auspost.com.au/unaddressedmail](https://auspost.com.au/unaddressedmail), or can be provided by the Australia Post National Contact Centre. Telephone **1300 223 571**.

## L5.3 – Reply Paid

The service described in this section applies to Small and Large letters addressed to an Australian Reply Paid address.

### L5.3.1 – Scope

Reply Paid is available only to customers that have an Australia Post Business Credit Account.

Reply Paid stimulates response to direct mailing or other forms of advertising such as TV, radio, newspaper or other advertising media by allowing recipients to respond by mail, free of charge.

Reply Paid allows a customer to:

- enclose in a mail-out an approved Reply Paid article that complies with Australia Post addressing and formatting standards, including a printed barcode (refer to **Section 2** for the definition of Small and Large letters)
- invite readers, viewers or listeners to respond to a communication or advertisement by replying to a Reply Paid address without having to pay for postage.

The recipient is only charged for those Reply Paid articles received.

Refer to the *Reply Paid service guide* (8839109) for further details.

### L5.3.2 – What qualifies for Reply Paid?

- There is no minimum volume requirement.
- Reply Paid letters (domestic) is only available for use within Australia.

For more information on International Reply Paid services and International Reply Coupon, visit [auspost.com.au](https://auspost.com.au).

Reply Paid is commonly used with preprinted barcoded envelopes or cards inserted inside a direct mail campaign. Barcoded articles are designed to ensure that addressing and layout are compatible with Australia Post’s automated letter sorting equipment which can efficiently process articles.

A Reply Paid address must specify the name or business name of the recipient and the correct Reply Paid address of:

- the customer, or
- the authorised agent of the customer, or
- any other person who has provided written consent.

Numerous responses can be registered at one delivery address if each name is:

- the registered name of a business carried out at that address by you, or
- the name of a company, partnership or association of which you are an employee or agent, and for which you have reason to receive Reply Paid articles at that address.

### L5.3.3 – Delivery timetables

Reply Paid is delivered with letters and other mail.

Two delivery timetables are available:

- **Priority delivery** – only available for Reply Paid barcoded letters (domestic) that are addressed to a PO Box or Bag. Refer to the following timetable (in business days):

For delivery:	Same state	Other state
Within metropolitan areas of capital cities or within the same city or town and environs	1 day	—
Between metropolitan areas of capital cities	—	2 days
Between metropolitan areas of capital cities and country locations	2 days	3 days
Between country locations	2 days	4 days

- **Regular delivery** – Add up to two additional business days on top of the Priority timetable.

### L5.3.4 – Size and weight of Reply Paid articles

Reply Paid is available for *Small* and *Large* size letter categories (Small only for International).

Articles can weigh up to 125 grams for Small and 500 grams for Large (50 grams for International).

Articles can be either envelopes or a postcard, and domestic articles can be in irregular shapes (non-barcoded, regular delivery only).

For International Reply Paid, preprinted barcoded envelopes or cards must be used.

Attributes	Domestic Small	Domestic Large	International Small
<b>Addressing methods</b>	<ul style="list-style-type: none"> <li>• Barcoded or</li> <li>• Unbarcoded (including hand-addressed)</li> </ul>	<ul style="list-style-type: none"> <li>• Barcoded or</li> <li>• Unbarcoded (including hand-addressed)</li> </ul>	<ul style="list-style-type: none"> <li>• Barcoded</li> </ul>
<b>Maximum weight</b>	125 grams	500 grams Pricing applies in three weight steps of: Up to 125 grams, 250 grams and 500 grams	50 grams
<b>Minimum size</b>	90mm × 145mm	—	90mm × 140mm
<b>Maximum size</b>	130mm × 240mm	260mm × 360mm	120mm × 235mm
<b>Maximum thickness</b>	5mm	20mm	5mm
<b>Minimum thickness</b>	0.18mm (Postcards)	0.18mm (Postcards)	0.25mm ± 0.02mm (Postcards)
<b>Shape</b>	<ul style="list-style-type: none"> <li>• Rectangular<sup>†</sup> or</li> <li>• Irregular</li> </ul>	Rectangular	Rectangular
<b>Common examples</b>	<ul style="list-style-type: none"> <li>• <b>DL</b> (110mm × 220mm)</li> <li>• <b>C6</b> (114mm × 162mm)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>C5</b> (162mm × 229mm)</li> <li>• <b>B5</b> (176mm × 250mm)</li> <li>• <b>B6/C4</b> (125mm × 324mm)</li> <li>• <b>C4</b> (229mm × 324mm)</li> <li>• <b>B4</b> (250mm × 353mm)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>DL</b> (110mm × 220mm)</li> <li>• <b>C6</b> (114mm × 162mm)</li> </ul>

<sup>†</sup> The length must be at least 1.414 times the width.

### L5.3.5 – Charges

Current pricing is listed in the *Post charges booklet* (8833665)

#### ■ Annual fee plus price per article received

The prices for Reply Paid articles vary by size and weight category, addressing format and the delivery timetable, as displayed in the following table:

Size category	Weight up to	Barcoded letters – to PO Box/Bag Correctly preprinted barcoded articles addressed to a PO Box or Bag		Barcoded letters – other Correctly preprinted barcoded articles addressed to street address or other		Unbarcoded letters • Articles which are preprinted but not barcoded or correctly formatted • Irregularly shaped articles • Hand-addressed articles	
		Priority delivery	Regular delivery	Priority delivery	Regular delivery	Priority delivery	Regular delivery
Small	125g	✓	✓	✗	✓	✗	✓
Large	125g	✓	✓	✗	✓	✗	✓
	250g	✓	✓	✗	✓	✗	✓
	500g	✓	✓	✗	✓	✗	✓

The Annual Fee applies to each Reply Paid letters (domestic) service you register and will be automatically billed to your Business Credit Account on the anniversary month of commencement, every year until the service is cancelled.

### L5.3.6 – Application for a Reply Paid service

To apply for a Reply Paid service, customers are required to complete the *Reply Paid/Return Paid Application Form* (8837249) available on the website at [auspost.com.au/replypaid](https://auspost.com.au/replypaid). Completed forms should be emailed to [replypaid@auspost.com.au](mailto:replypaid@auspost.com.au).

An Australia Post Business Credit Account is required to use the service.

When the application has been processed, Australia Post will send you an acceptance advice by email. This advice will contain:

- the Reply Paid number – this number forms part of the Reply Paid address and is a unique identifier for each customer
- the Reply Paid format or artwork including the unique barcode for the Reply Paid number where applicable.

### L5.3.7 – Artwork and printing

To assist you in correctly addressing and formatting barcoded Reply Paid articles, Australia Post provides the basic artwork, in PDF format, for Small and Large letters.

You need to check the artwork provided by Australia Post to ensure that all your details are correct. Australia Post is not responsible for incorrect details. If your details are incorrect, please respond to the email which accompanied your artwork PDF file.

You are responsible for the print quality of the articles and we strongly recommend you to engage with a commercial printing company for this process.

**Note:** Desktop printing of Reply Paid artwork (laser or inkjet) is not recommended, and is unlikely to align or meet barcode specifications. The printing of barcoded Reply Paid addresses on labels is not acceptable for use in processing Reply Paid.

### L5.3.8 – Testing

If you are concerned that your articles may not satisfy all service requirements you can request a preliminary test. Tests can be conducted on the following:

- shape
- article colour, patterns or watermarks
- paper stock quality
- flexibility
- correct addressing compliance
- positioning of logos, advertising and other printing.

### L5.3.9 – Customer changes to the Reply Paid response

A customer may apply in writing at any time to vary the name or delivery address provided the proposed changes comply with the terms and conditions of the Reply Paid service – refer to the *Reply Paid service guide* (8839109).

### L5.3.10 – Australia Post changes to Reply Paid layout

Australia Post reserves the right, at reasonable notice, to require a customer to change the design or any other feature of a previously approved Reply Paid response.

Should incorrect details (such as the barcode, postcode or delivery address) be printed on an article, Australia Post may at its discretion remove the mail from processing and make request for additional payments as a result of increased processing requirements.

**L5.3.11 – Cancellation of Reply Paid service**

A Reply Paid Service agreement may be cancelled by either party by giving one month's written notice to the other party.

Australia Post may cancel the Reply Paid service by giving seven days' written notice to the customer if:

- the customer breaches or otherwise acts in a manner contrary to any of the Reply Paid service terms and conditions
- the customer becomes or is in jeopardy of becoming insolvent
- the customer, being a company, passes a resolution or a court makes an order that the customer be wound up, or
- a receiver or manager on behalf of a creditor is appointed to the customer, or circumstances arise which entitles a court or creditor to appoint a receiver or manager to the customer.

When the Reply Paid service is no longer in force, the customer must cease to publish the Reply Paid address and must cease issuing any pre-printed Reply Paid envelopes.

**L5.3.12 – Responses lodged after cancellation of Reply Paid service**

If a Reply Paid service is cancelled, the customer is liable to pay Australia Post any charges, postage or fees for Reply Paid responses returned after the cancellation of the service.

**L5.3.13 – Supplementary services**

Reply Paid customers may not combine any supplementary or special services with domestic Reply Paid. However respondents can choose to pay for them when lodging their Reply Paid article for return (e.g. Registered Post).

**L5.3.14 – Further information**

Full details of the Reply Paid service, including Terms and Conditions are in the *Reply Paid service guide (8839109)*, available at [auspost.com.au/replypaid](https://auspost.com.au/replypaid).



## Section 6 – Bulk letter services

### L6.1 – Bulk letter sizes and weights

#### L6.1.1 – PreSort Letters (including Promo Post and Charity Mail), Clean Mail, Acquisition Mail and local country letters

The table below shows the size categories and the maximum in width, length, thickness and weight applicable to our bulk letter services. For more detail, refer to **Section 1**.

Letter size	Maximum width	Maximum length	Maximum thickness	Maximum weight	Applicable services
Small	130mm	240mm	5mm	125 grams	<ul style="list-style-type: none"> <li>• PreSort Letters</li> <li>• Promo Post</li> <li>• Charity Mail</li> <li>• Clean Mail</li> <li>• Acquisition Mail</li> <li>• Local country</li> </ul>
Small Plus	162mm	240mm	5mm	125 grams	<ul style="list-style-type: none"> <li>• PreSort Letters</li> <li>• Clean Mail</li> <li>• Acquisition Mail</li> </ul>
Large	260mm	360mm	20mm	500 grams	<ul style="list-style-type: none"> <li>• PreSort Letters</li> <li>• Charity Mail (max weight 250 grams)</li> <li>• Local country</li> </ul>

#### L6.1.2 – Print Post

The Print Post service uses two letter size and weight categories.

Letter size	Maximum width	Maximum length	Maximum thickness	Maximum weight
Small	130mm	240mm	5mm	125 grams
Large	260mm	360mm	20mm	1kg

#### L6.1.3 – Recommended envelope sizes

Australia Post encourages the use of the following nine envelope sizes, as these lead to quick and efficient mail sorting.

Letter size	Size	Dimensions
Small	DL	110mm × 220mm
	C6	114mm × 162mm
	DLE	114mm × 225mm
	DLX	120mm × 235mm
Small Plus	C5	162mm × 229mm
Large	B5	176mm × 250mm
	B6 / C4	125mm × 324mm
	C4	229mm × 324mm
	B4	250mm × 353mm

### L6.2 – Local country service to country areas

The local country service benefits community groups and small businesses in country areas. It provides them with lower postage charges for bulk letters that they lodge over the counter at an office in the local country postcode.

A user of the local country service must:

- lodge only at an office of delivery within a postcode area defined in **L6.2.2**, and
- reside or carry on business in a postcode area serviced by the office of delivery, or
- reside or carry on business in a postcode area that adjoins a postcode area serviced by the office of delivery.

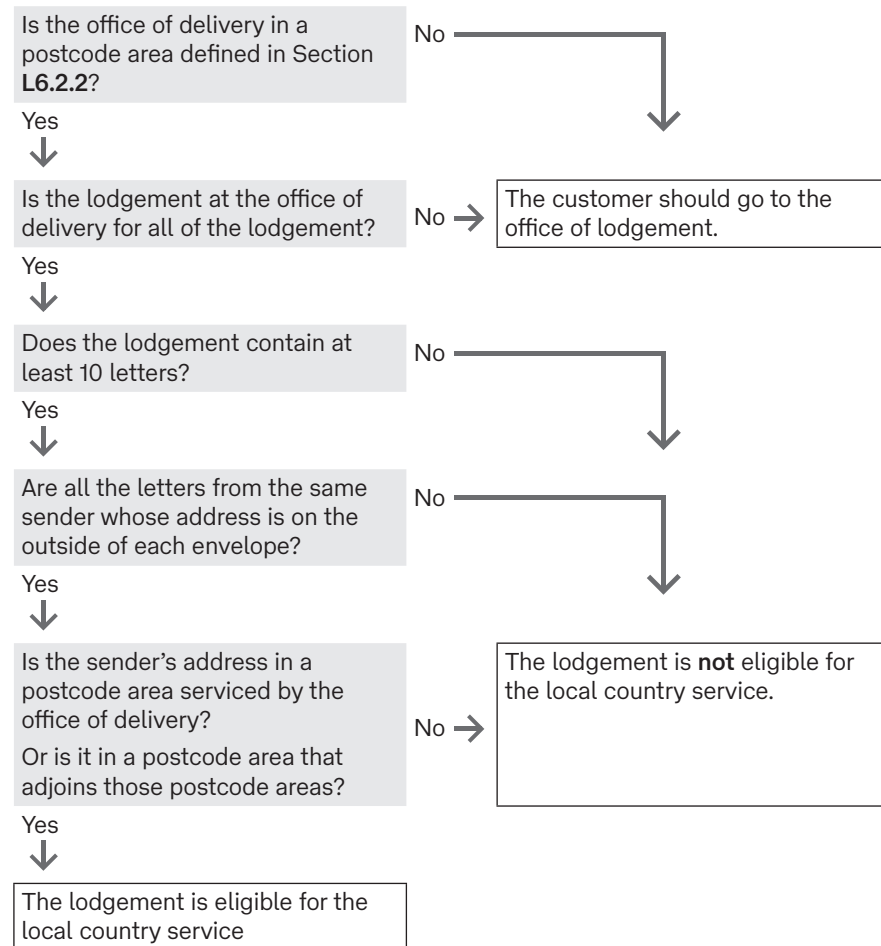
All articles in a local country service lodgement must show the sender's address.

#### ■ Charges

Postage charges for the local country service are in the *Post charges booklet* (8833665). The charges are assessed on the letter sizes as described in **L6.1 – Bulk letter sizes and weights**.

### L6.2.1 – Eligibility for the use of the local country service

The flowchart shows the rules that determine if a lodgement is eligible to use the local country service.



#### ■ Aggregation

Australia Post prohibits the aggregation of mailings from different senders to achieve the minimum quantity for the local country service to country areas.

### L6.2.2 – Postcode areas eligible for the local country service

The local country service operates only in the postcode areas shown.

0835–0899, 1970–1999, 2240–2490, 2500–2554, 2575–2599, 2640–2739, 2787–2880, 2890–2899, 3211–3334, 3342–3424, 3444–3749, 3812–3909, 3921–3925, 3945–3971, 3979, 3984–3999, 4210–4499, 4550–4899, 5200–5749, 6215–6507, 6509–6646, 6700–6799, 7200–7499, 7900–7999, 9597–9599, 9700–9799, 9880–9999.

### L6.2.3 – Supplementary services and service combinations

The table shows those Letter services that you may use as a supplement to the local country service or in combination with it on payment of the appropriate fee.

Service	For more information, refer to ...
Registered Post	L4.1 – Registered Post
Extra Cover up to \$5,000	L4.2 – Extra Cover up to \$5,000
Delivery Confirmation	L4.3 – Delivery Confirmation
Person-to-person delivery	L4.4 – Person-to-person delivery

### L6.2.4 – Lodgement at the office of delivery

#### ■ Local country lodgements must be made at the counter of the office from which the letters will be delivered

Not all offices are delivery offices. The postal manager of any office can advise senders of the location of the office that delivers to the local postcode area.

Australia Post considers that lodgement is at the office of delivery if:

- a letter is addressed to a Post Office box, a locked bag or for counter delivery at the office where it is lodged, even if that office is not the delivery office for the postcode area
- the lodgement is at an office designated by a General Manager of Australia Post for the purpose of receiving local country lodgements
- the lodgement is at an office that controls a delivery depot that has no counter lodgement facilities
- the lodgement is brought by private mail bag to the office of delivery
- the sender delivers the lodgement to a mail contractor who, in the course of their duties, hands it in at the office of delivery.

## L6.3 – Print Post

### L6.3.1 – Scope

Print Post is an Australia Post service for the delivery of approved periodical publications including newspapers, newsletters and special interest publications to addresses within Australia.

The Print Post service provides reliable delivery to most addresses throughout Australia with special value-added benefits.

These include:

- access to Post Office box addresses
- redirection arrangements
- return of undeliverable articles
- space for creative artwork and special offers by utilising the flysheet
- access to lower prices for sorting articles
- a wide range of lodgement points to suit customers' needs
- the Reply Paid service can be used in conjunction with Print Post.

### L6.3.2 – Delivery timetables

Print Post articles are delivered with letters and other mail.

Two delivery timetables are available:

- **Priority delivery** – Our fastest delivery option for sending time critical mail. Refer to the following timetable (in business days):

For Priority delivery	Same state	Other state
Within metropolitan areas of capital cities or within the same city or town and environs	1 day	—
Between metropolitan areas of capital cities	—	2–7 days
Between metropolitan areas of capital cities and country locations	2–4+ days	4–10+ days
Between country locations	2–4+ days	5–10+ days

- **Regular delivery** – As well as Priority delivery, Print Post offers the option of a lower cost Regular delivery timetable for non-time critical mail, taking up to an additional two business days for delivery, to suit the frequency of your publication.

To view detailed information for Print Post delivery timetables, visit [auspost.com.au/printpost](https://auspost.com.au/printpost).

#### ■ Air carriage

You can choose to pay an air carriage premium and receive the same delivery timetable as letters by ordinary post, based on a before 12 noon lodgement.

Air carriage is only available under special arrangements or agreements, due to specialised labelling requirements. Please contact your account manager or call **13 POST (13 7678)** for further information.

### L6.3.3 – Publications eligible for the Print Post service

To be eligible for Print Post, a publication must:

- be approved by Australia Post for carriage by Print Post, and issued with a Print Post Publication Number (each title must hold a unique Print Post publication number)
- consist of printed matter
- comply with the conditions in this section and the *Print Post service guide (8834059)*.
- be a continuing periodical with a fixed title
- be issued and distributed at least twice per year.

A promotional letter and any supplements, including samples of goods, may be included with copies of an issue as long as the conditions have been met.

For information about what communication types are permitted to accompany the publications sent using Print Post, refer to [auspost.com.au/printpost](https://auspost.com.au/printpost).

### L6.3.4 – Size and weight of Print Post articles

- Print Post is available for Small and Large size categories.
- Article can weigh up to 1kg.
- Articles can either be enveloped or plastic wrapped.
- All articles in a lodgement must be within the same size category.

The dimensions of articles are determined by measuring the height, length and width of the article. Excess plastic wrapping is not included when measuring plastic wrapped Print Post articles.

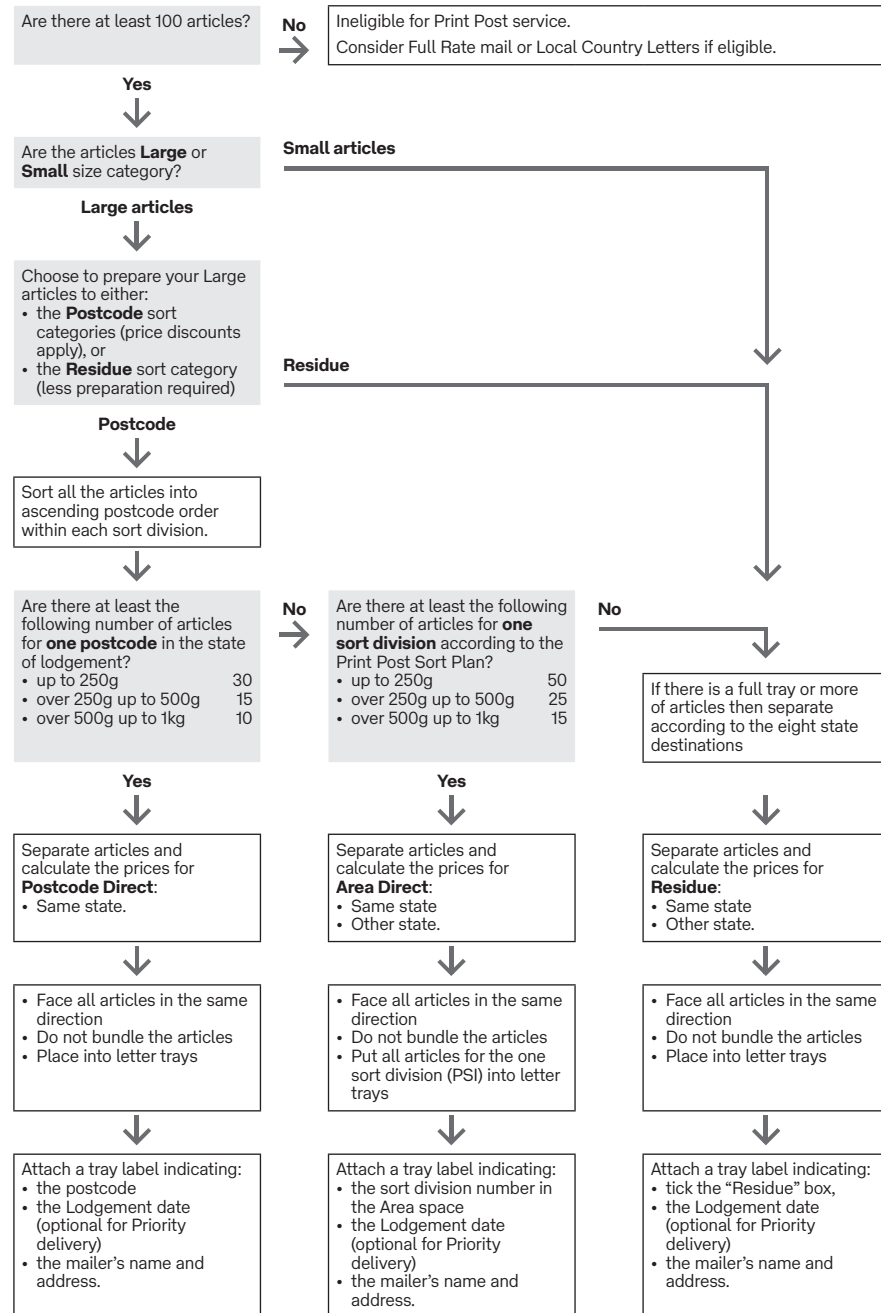
Print Post articles must be flat and rectangular and not exceed the size of a Large letter. Refer to **L2.3 – Large letter**.

### L6.3.5 – Charges

Each Print Post lodgement must include an accurately completed lodgement document. If lodging more than 2,000 articles, a Print Post Manifest must also be completed. Australia Post may open samples of the lodgement to ensure that the contents comply with the prescribed conditions.

The flowchart shows the basis for Print Post charges, depending on the number of articles in each lodgement and the delivery requirements. For the sizes and weights used to assess charges, refer to the *Print Post service guide (8834059)*. For details of the actual charges, refer to the *Post charges booklet (8833665)*.

If you are using an Australia Post Business Credit Account when lodging your articles, the account must have sufficient credit available to pay for the postage of your lodgement.



### L6.3.6 – Application for a Print Post Publication Number

The application for a Print Post Publication Number must:

- be on the *Print Post Publication Number Application form (8835284)* available at any Post Office and downloadable from [auspost.com.au/printpost](https://auspost.com.au/printpost)
- have all sections completed, including "Return to sender" details
- be signed by either the publisher or the distributor of the publication
- include a copy of the most recent issue of the publication and if one does not exist yet, include a copy of the proof, prior to lodgement.

Send your application to:

Australia Post  
Print Post Coordinator  
PO Box 1030  
STRAWBERRY HILLS NSW 2012

Email: [printpostapplications@auspost.com.au](mailto:printpostapplications@auspost.com.au).

A new application is necessary when information provided in the original application changes.

### L6.3.7 – Cancellation of a Print Post Publication Number

Where the customer fails to observe or perform any of the terms, covenants or obligations contained in the Australia Post terms and conditions, Australia Post may cancel a Print Post Publication Number upon reasonable written notice to the customer. Australia Post may at its discretion and for any reason whatsoever terminate approval to use the service upon 30 days' notice in writing to the customer.

### L6.3.8 – Return to sender

Australia Post returns each undeliverable Print Post article to the nominated return address on the article by ordinary post. The nominated return address must be an Australian address of the person or organisation responsible for accepting the undeliverable Print Post articles and the charges incurred, as follows:

- Small letters – the published ordinary Small letter price will apply
- Large letters up to 500 grams – the published ordinary Large letter prices for the appropriate weight category will apply
- articles over 500 grams – the published basic charge (same state) for regular parcels over 500 grams will apply.

If the lodgement was paid for in cash, an underpaid mail notification is sent to the return address shown on the publication.

For current charges, refer to the *Post charges booklet (8833665)*.

### L6.3.9 – Further information

Full details of the Print Post service, including Terms and Conditions, eligibility conditions for supplements, and instructions for the preparation and lodgement of articles, are in the *Print Post service guide (8834059)*, available at [auspost.com.au/printpost](https://auspost.com.au/printpost).

## L6.4 – PreSort Letters

The PreSort Letters service is available to customers who lodge 300 or more barcoded letters of the same size category, weight step and delivery timetable.

The service offers reduced postage charges to customers who:

- barcode and sort their mail into trays according to the Barcode Sort Plan (BSP) prior to lodgement
- certify the use of current Address Matching Approval System (AMAS<sup>®</sup>) software including the latest version of the Postal Address File (PAF<sup>®</sup>)
- address mail in accordance with Australia Post's correct addressing standards – refer to *PreSort Letters service guide (8833700)*, available at any office of Australia Post, and at [auspost.com.au/presort](https://auspost.com.au/presort)
- prepare mail to comply with all other mailing conditions.

### ■ The Barcode Sort Plan (BSP)

The BSP allocates every Australian postcode into one of 54 sorting divisions, allowing Australia Post to efficiently provide articles to their point of delivery, and is regularly updated. It is available at [auspost.com.au/sortplans](https://auspost.com.au/sortplans).

### ■ Postal Address File (PAF<sup>®</sup>)

PAF is a national reference file which contains all the addresses to which Australia Post delivers and their associated unique Delivery Point Identifiers (DPIDs). Australia Post issues PAF quarterly to certified AMAS vendors.

### ■ Delivery Point Identifier (DPID<sup>®</sup>)

Each DPID is an eight-digit number that enables each delivery point in Australia to be uniquely identified. The DPID forms part of the barcode used to sort mail.

### ■ Address Matching Approval System (AMAS<sup>®</sup>)

AMAS is a software approval program that ensures the quality of address data. It sets a standard for address matching software and tests the software's ability to assign a correct unique DPID to each address in a customer's database. AMAS is available from certified AMAS software vendors.

Access to the PreSort Letters service is conditional upon customers demonstrating that they have used current AMAS certified software with the latest version of PAF.

#### L6.4.1 – Scope

The PreSort Letters service is available only for lodgement of letters up to 500 grams. All letters must be for delivery within Australia or its territories.

#### L6.4.2 – Delivery timetables

PreSort Letters are delivered with letters and other mail.

Two delivery timetables are available:

- **Priority delivery** – refer to the following timetable (in business days):

For Priority delivery	Same state	Other state
<b>Within metropolitan areas of capital cities or within the same city or town and environs</b>	1 day	—
<b>Between metropolitan areas of capital cities</b>	—	2 days
<b>Between metropolitan areas of capital cities and country locations</b>	2 days	3 days
<b>Between country locations</b>	2 days	4 days

- **Regular delivery** – Add up to two additional business days on top of the Priority timetable.

Large size category articles for the Charity Mail service are only accepted for the Regular delivery timetable.

Promo Post articles are only accepted for the Regular delivery timetable.

To view detailed information for Priority and Regular delivery timetables, visit [auspost.com.au/presort](https://auspost.com.au/presort).

#### L6.4.3 – Supplementary services

The Promo Post, Charity Mail and the Registered Post services are available with the PreSort Letters service. Refer to **L4.1 – Registered Post**, **L6.5 – Promo Post** and **L6.6 – Charity Mail**.

#### L6.4.4 – PreSort Letters specifications

For information on the size and weight specifications used to assess PreSort Letters prices, refer to **L6.1 – Bulk letter sizes and weights**.

#### L6.4.5 – Mandatory addressing standards

Addressing standards of Australia Post are mandatory in the PreSort Letters service. Refer to *PreSort Letters service guide (8833700)*. Australia Post may refuse a lodgement access to the PreSort Letters service if letters in the lodgement do not comply with the addressing standards.

#### L6.4.6 – Lodgement conditions for PreSort Letters

The following conditions apply to all PreSort Letters lodgements.

##### ■ Minimum lodgement quantities

The table below shows the minimum quantities for a PreSort Letters lodgement.

Size category	Minimum total lodgement in trays only
Small	300 letters
Small Plus	300 letters
Large	300 letters of the same weight category

### ■ More than one sender

Letters contained within a PreSort Letters lodgement may originate from more than one sender, subject to the following conditions:

- Each lodgement contains a minimum of 10,000 letters of the same size and weight category.
- Each lodgement consists of letters of the same delivery timetable (ie all Priority or all Regular) and same category (ie all with or without Promo Post or Charity Mail).
- All letters are metered at the applicable published rate.
- Payment is made by postage meter or an approved alternative reconciliation method.

### ■ Size categories and weight steps

All letters in a PreSort Letters lodgement must be of the same size and weight category. Refer to **L6.1 – Bulk letter sizes and weights**.

### ■ Mail presentation

Lodgement must be in trays and all articles faced in the one direction. The contents and sorting requirements for each tray type is given below:

Sort category	Description	To qualify
<b>Direct trays</b>	<ul style="list-style-type: none"> <li>• Barcoded</li> <li>• Sorted to the BSP</li> <li>• Plastic wrapping permitted for Small and Small Plus letters</li> </ul>	<ul style="list-style-type: none"> <li>• The minimum quantity is 300 letters (or 4kg of article weight, excluding the weight of the tray) per postcode range.</li> <li>• Remaining barcoded letters become “Residue”.</li> </ul>
<b>Residue trays (2,000 or fewer)</b>	<ul style="list-style-type: none"> <li>• Barcoded</li> <li>• Not sorted</li> </ul>	<ul style="list-style-type: none"> <li>• Where there are insufficient barcoded letters to make a Direct tray.</li> <li>• No minimum quantity. (The total lodgement must contain at least 300 barcoded letters).</li> </ul>
<b>Residue tray (More than 2,000)</b>	<ul style="list-style-type: none"> <li>• Barcoded</li> <li>• Sorted</li> </ul>	<ul style="list-style-type: none"> <li>• Letters all addressed to one of the following eight PreSort residue tray destinations: <ul style="list-style-type: none"> <li>• Sydney</li> <li>• Melbourne</li> <li>• Brisbane</li> <li>• Adelaide</li> <li>• Perth</li> <li>• Hobart</li> <li>• Canberra</li> <li>• Darwin</li> </ul> </li> </ul>

Sort category	Description	To qualify
<b>Unbarcoded trays</b>	<ul style="list-style-type: none"> <li>• Not barcoded</li> <li>• Not sorted</li> </ul>	<ul style="list-style-type: none"> <li>• Letters that are not barcoded.</li> <li>• No minimum quantity. (The total lodgement must contain at least 300 barcoded letters).</li> </ul>

### ■ Combined lodgement

Australia Post will accept a lodgement containing both barcoded and unbarcoded letters if:

- the lodgement contains a minimum of 300 barcoded letters of the same size category, weight step and delivery timetable
- all letters are from the same sender as shown by the return address
- the lodgement is supported with evidence from approved AMAS software if requested.

### ■ Tray labels

Customers must label each tray. Use either Australia Post pre-printed tray labels or labels produced by approved software. For more information on tray labelling, refer to the *PreSort Letters service guide (8833700)*.

### L6.4.7 – Lodgement approval for PreSort Letters

Customers who intend to lodge PreSort Letters must apply to use the service before they make the initial lodgement. The *PreSort Letter service application (8835117)* is available at [auspost.com.au/presort](https://auspost.com.au/presort). On approval, customers can make PreSort Letters lodgements at a designated lodgement facility.

Normally, Australia Post grants approval to lodge PreSort Letters only at mail centres or business hubs. Exceptionally, a Retail Area Manager may approve a PreSort Letters lodgement at a Post Office. Australia Post reserves the right to vary the designated lodgement facility at any time.

Australia Post recommends that customers intending to lodge barcoded letters for the first time submit samples to Australia Post for testing of barcode accuracy and readability.

### L6.4.8 – When to lodge PreSort Letters

Each designated lodgement facility publishes the business hours during which it accepts lodgements.

### ■ Advance notice for large lodgements

Customers who intend to submit 50,000 or more letters in a single lodgement, should advise the officer-in-charge of the designated lodgement facility no later than Friday of the week before the lodgement.



### L6.4.9 – How to lodge PreSort Letters

Customers can lodge their PreSort Letters using either a *PreSort Letters lodgement document (8835114)*, or a *Meter lodgement document (8838236)*. Both incorporate the AMAS certification.

#### ■ Metered mail

Refer to Section 3 of *General products and services guide (8837578)* for details of the postage meter service.

#### ■ Supporting document

Each PreSort Letters lodgement in excess of 2,000 letters must include a supporting document. A supporting document is a summary of the contents of the lodgement. A copy of a sample supporting document is in *PreSort Letters service guide (8833700)*.

### L6.4.10 – Charges

Refer to *Post charges booklet (8833665)* for PreSort Letters charges. You must pay all postage charges at the time of lodgement or charge them to an existing Australia Post Business Credit Account. If using your account, you must ensure payments are up to date to prevent delays to processing your lodgement. Refer to **L7.2 – Methods of payment of postage**.

### L6.4.11 – Conditions for same-state charges

PreSort Letters attracts same-state charges when the:

- letter is for delivery within the same state as the state of lodgement, as defined in the Barcode Sort Plan (BSP)
- lodgement is at the appropriate mail centre shown in the table, which depends on the location of the return address shown on each letter in the lodgement. (Note: The term “mail centre” may include other facilities that Australia Post approves for the lodgement of PreSort Letters.)

If the return address is ...	and the lodgement is for delivery ...	then lodgement must be at ...
within the state of lodgement	within the state of lodgement	an approved mail centre within that state.
outside the state of lodgement	throughout the state of lodgement	an approved metropolitan mail centre within that state, <b>or</b> an approved non-metropolitan mail centre, only if the customer or its mailing agent prepared the mail at an address in the area serviced by that mail centre.

If the return address is ...	and the lodgement is for delivery ...	then lodgement must be at ...
outside the state of lodgement	only within the areas serviced by a particular approved mail centre	that particular approved mail centre.

For example, if a Sydney customer uses a Melbourne mailing house to prepare and lodge its PreSort Letters, the mailing house should seek approval to lodge the mail in Melbourne. Same-state charges will apply to all letters addressed to Victoria.

If a lodgement does not meet the above conditions, then other-state charges apply.

### L6.4.12 – Interconnect option

Customers may arrange their own interstate transport to interconnect with Australia Post’s letter service network at designated facilities in destination states. Customers need to complete a *PreSort Letter service application (8835117)* and nominate those mail centres where they will make lodgements. On approval, customers may lodge letters at the designated mail centres. Appropriate lodgement documentation must accompany each lodgement.

### L6.4.13 – Further information

For more information on the PreSort Letters service and a copy of the *PreSort Letters service guide (8833700)*, contact Australia Post on **13 13 18** or visit [auspost.com.au/presort](https://auspost.com.au/presort).

## L6.5 – Promo Post

Promo Post is an Australia Post service for the delivery of *barcoded small PreSort Letters articles* that are promotional in nature.

### L6.5.1 – Scope

The Promo Post service is applicable only to Small letters in the PreSort Letters service. Each lodgement must contain at least 4,000 barcoded letters.

### L6.5.2 – Charges

Refer to *Post charges booklet (8833665)* for Promo Post charges. You must pay all postage charges at the time of lodgement or charge them to an existing Australia Post Business Credit Account. Refer to **L7.2 – Methods of payment of postage**.

### L6.5.3 – Approval to lodge Promo Post

To use Promo Post, customers need to have already applied to use the PreSort Letters service. The *PreSort Letters Application (8835117)* is available at all Post Offices or is accessible via [auspost.com.au/presort](https://auspost.com.au/presort).



Before you can lodge any Promo Post mail, the articles must be submitted for review to determine eligibility. Artwork should be sent to [mailpresentation@auspost.com.au](mailto:mailpresentation@auspost.com.au).

#### L6.5.4 – Contents of letter

Promo Post articles must be **promotional** in nature to qualify for Promo Post rates. That is, the main purpose of the article must stimulate activity of the business or organisation through:

- promoting the sale or use of products or services
- promotion of the organisation's cause
- making an offer, invitation or promotional claim about the organisation's products, services or "cause".

**If the main purpose of the article is transactional in nature then it doesn't qualify for Promo Post (even if there is also a promotional element included).**

For more detailed information and examples of promotional and transactional classifications please refer to the *Mail Type Reference Guide* and the *Promo Post definitions table*, which can be found at [auspost.com.au/promopost](http://auspost.com.au/promopost).

If you are unsure of the classification of your articles, you can send a sample to [mailpresentation@auspost.com.au](mailto:mailpresentation@auspost.com.au) for review.

#### L6.5.5 – Conditions of lodgement

When lodging letters under the Promo Post service, you must:

- lodge at least 4,000 barcoded letters
- ensure that all articles comply with the conditions that apply to the PreSort Letters service
- provide two unsealed samples of the articles, including their envelope.

Once a lodgement is prepared and sorted, complete the required information through Australia Post's Electronic Lodgement of Mailing Statements system (e-LMS).

If e-LMS is unavailable, use the *Promo Post lodgement document*, which can be downloaded from [auspost.com.au/promopost](http://auspost.com.au/promopost).

Articles must be presented during business hours at an Australia Post Business Centre, Business Hub or Bulk Dock that has been approved to accept Promo Post lodgements. A list of approved lodgement facilities can be found at [auspost.com.au/promopost](http://auspost.com.au/promopost).

#### L6.5.6 – Delivery timetables

Promo Post is delivered with letters and other mail, as per Regular delivery timetables. To view detailed information for Regular delivery timetables visit [auspost.com.au/promopost](http://auspost.com.au/promopost).

#### L6.5.7 – Further information

For more information on the Promo Post service and a copy of the *PreSort Letters service guide* (8833700), contact Australia Post on **13 13 18** or visit [auspost.com.au/promopost](http://auspost.com.au/promopost).

## L6.6 – Charity Mail

The Charity Mail service is available for the postal distribution of personally addressed barcoded PreSort Letters, lodged for delivery in Australia. Eligibility for access to Charity Mail is subject to the following conditions.

#### L6.6.1 – Scope

The Charity Mail service is applicable only to Small letters and Large letters in the PreSort Letters service. Each lodgement must contain at least 300 barcoded letters within the same size category.

#### L6.6.2 – Charges

Refer to *Post charges booklet* (8833665) for Charity Mail charges. You must pay all postage charges at the time of lodgement or charge them to an existing Australia Post Business Credit Account. Refer to **L7.2 – Methods of payment of postage**.

#### L6.6.3 – Approval to lodge Charity Mail

Use the *Application for Charity Mail service* (8838713) to apply for Charity Mail registration. This form is available at [auspost.com.au/charitymail](http://auspost.com.au/charitymail).

The completed application must include a:

- copy of your Australian Tax Office (ATO) endorsement as an Income Tax Exempt Charity (ITEC)
- list of all business operations that are covered under the ITEC endorsement.

Upon approval, Australia Post will issue a letter granting access to Charity Mail charges to the organisation named in the ATO ITEC approval notification. All business activities conducted under the same Australian Business Number (ABN) are eligible to access the Charity Mail service. The letter will also provide an eight digit approval (registration) number, which will need to be quoted for each mailing.

#### L6.6.4 – Contents of letter

There are no content-based restrictions where the mailing is generated by an approved charity and contains material solely from that charity. A charity may access Charity Mail prices for letters containing contents such as:

- advertising / promotional material
- statements / invoices
- greeting cards, newsletters, acknowledgment letters, etc.

### ■ Mailings containing reference to, or material from other organisations:

Many charities in acquiring new donors or soliciting donations will make reference to other organisations. It is acceptable for a mailing from an approved charity to contain reference to or material from another organisation provided that:

- the reference to or material from another organisation supports the charitable purpose
- it is incidental to the main purpose of the mailing.

#### L6.6.5 – Conditions of lodgement

When lodging letters under the Charity Mail service, you must:

- lodge at least 300 barcoded letters within the same size category
- ensure that each letter carries the 8-digit Registration number issued by Australia Post, printed on the front or back of the article or above the address block
- ensure that all articles comply with the conditions that apply to the PreSort Letters service.

#### L6.6.6 – Delivery timetables

Charity Mail is delivered with letters and other mail.

Two delivery timetables are available:

- **Priority delivery** – refer to the following timetable (in business days):

For Priority delivery	Same state	Other state
Within metropolitan areas of capital cities or within the same city or town and environs	1 day	—
Between metropolitan areas of capital cities	—	2 days
Between metropolitan areas of capital cities and country locations	2 days	3 days
Between country locations	2 days	4 days

- **Regular delivery** – Add up to two additional business days on top of the Priority timetable.

Large size category articles for the Charity Mail service are only accepted for the Regular delivery timetable.

To view detailed information for Priority and Regular delivery timetables, visit [auspost.com.au/charitymail](https://auspost.com.au/charitymail).

#### L6.6.7 – Further information

For more information on the Charity Mail service and a copy of the *PreSort Letters service guide* (8833700), contact Australia Post on **13 13 18** or visit [auspost.com.au/charitymail](https://auspost.com.au/charitymail).

## L6.7 – Clean Mail

The Clean Mail service is available for customers who choose to undertake no sorting, but can present machine addressed articles of a standard suitable for processing by mechanised letter sorting equipment.

The conditions for access to the Clean Mail service are designed to ensure articles can be processed by mechanised letter processing equipment.

#### L6.7.1 – Scope

The minimum entry requirement for Clean Mail is 300 letters per lodgement. Each lodgement must consist of articles of the same size and each lodgement must originate from the same sender. Clean Mail articles do not need to be barcoded.

#### L6.7.2 – Delivery timetables

Clean Mail is delivered with letters and other mail.

Two delivery timetables are available:

- **Priority delivery** – refer to the following timetable (in business days):

For Priority delivery	Same state	Other state
Within metropolitan areas of capital cities or within the same city or town and environs	1 day	—
Between metropolitan areas of capital cities	—	2 days
Between metropolitan areas of capital cities and country locations	2 days	3 days
Between country locations	2 days	4 days

- **Regular delivery** – add up to two additional business days on top of Priority timetable.

Articles for different delivery timetables must be lodged in separate trays.

To view detailed information for Priority and Regular delivery timetables, visit [auspost.com.au/cleanmail](https://auspost.com.au/cleanmail).

#### L6.7.3 – Exclusions

Articles that have an incorrect, corrupt, out of specification or illegible 4-State Barcode are not eligible for access to the Clean Mail service.

Additionally, plastic wrapped articles are not eligible for access to the Clean Mail service.

**L6.7.4 – Article dimensions**

The size categories eligible for the Clean Mail service are Small and Small Plus.

Attributes	Small	Small Plus
Maximum weight	125 grams	125 grams
Minimum size	88mm × 138mm	88mm × 138mm
Maximum size	130mm × 240mm	162mm × 240mm
Maximum thickness	5mm	5mm
Shape	Rectangular <sup>1</sup>	Rectangular <sup>1</sup>
Common examples	DL (110mm × 220mm) C5 (162mm × 229mm)	C6 (114mm × 162mm)

<sup>1</sup> Rectangular: deviating from a square by being elongated in one direction. The length must be at least 1.414 times the width.

**L6.7.5 – Charges**

Refer to *Post charges booklet (8833665)* for Clean Mail charges. You must pay all postage charges at the time of lodgement or charge them to an existing Australia Post Business Credit Account. Refer to **L7.2 – Methods of payment of postage**.

**L6.7.6 – Supplementary services**

The Registered Post service can be used in conjunction with the Clean Mail service.

**L6.7.7 – Postage meters**

A postage meter may be used as a payment method for the Clean Mail service.

The published Clean Mail price must be printed on the top right hand corner of the address side of each article. If a date is printed, it must be the date of lodgement.

For additional information on metering, and the postage rebate applicable to metered Clean Mail, refer to the *Postage Meters Conditions of use booklet (8833675)* available at [auspost.com.au/metering](https://auspost.com.au/metering).

**L6.7.8 – Article flexibility**

Articles presented under the Clean Mail service must be reasonably flexible to ensure that they can be processed through high speed letter sorting equipment. Articles that are too rigid or stiff are ineligible for the Clean Mail service. Some examples of prohibited contents include pencils, pens and items enclosed in a hard case.

Where doubt exists regarding the flexibility of an article, customers are requested to submit a sample of articles for testing to determine suitability for machine processing. Full details are contained in the *Clean Mail service guide (8838878)*.

**L6.7.9 – Further information**

For more information on the Clean Mail service and a copy of the *Clean Mail service guide (8838878)*, contact Australia Post on **13 13 18** or visit [auspost.com.au/cleanmail](https://auspost.com.au/cleanmail).

**L6.8 – Acquisition Mail**

Acquisition Mail is an addressed (non-personalised) bulk letter delivery service. It allows customers to geographically target an addressed mail campaign to residential address points in postcodes, suburbs or Statistical Areas (SA1s). Companies can use Acquisition Mail to reach more prospects and acquire them as customers.

Through Acquisition Mail, Australia Post supplies residential street addresses for nominated geographic regions. Companies can ensure their mail campaign only reaches prospective customers as they have the ability to remove existing customer addresses from the mailing.

To qualify:

- A minimum of 4,000 articles must be lodged in total.
- A minimum saturation of 60 per cent is required (ie at least 60 per cent of the addresses supplied for your target area must be mailed to) over and above the minimum lodgement requirement.
- The lodgement must be made within three months of data supply date.
- The content of the article must be acquisition in nature, and more specifically meet the conditions set out in the *Acquisition Mail service guide (8839559)*.
- You must include your return address on all articles.

**L6.8.1 – Applying for Acquisition Mail**

Customers need to register to use the Acquisition Mail service before Australia Post can provide the address data file for their targeted regions.

Registration is online via [auspost.com.au/acquisitionmail](https://auspost.com.au/acquisitionmail).

During the registration process customers will be asked to provide details of their intended target regions and whether they would like to target at postcode, suburb or Statistical Area (SA1) level.

Customers will also be asked to submit their nominated target regions. This means a list of the postcodes, suburbs or SA1s to be targeted. This can be done by either submitting a .csv or .txt file with the listings or by browsing and selecting from a list provided. They then have the option of going back and reviewing the target regions or proceeding by agreeing to the terms and conditions of the service.

Customers are required to send in a sample of their artwork for review and approval. This must occur in order for their campaign to be approved and for the address data to be sent.

Within two business days of receiving artwork, assuming this is approved, Australia Post will email the customer their Acquisition Mail data file complete with pre-populated lodgement document(s).

### L6.8.2 – Size categories

The size categories eligible for the Acquisition Mail service are Small and Small Plus.

Attributes	Small	Small Plus
Maximum weight	125 grams	125 grams
Minimum size	88mm × 138mm	—
Maximum size	130mm × 240mm	162mm × 240mm
Maximum thickness	5mm	5mm

### L6.8.3 – Delivery timetables

Acquisition Mail is delivered with letters and other mail as per Regular delivery timetables. To view detailed information for Regular delivery timetables, visit [auspost.com.au/acquisitionmail](https://auspost.com.au/acquisitionmail).

### L6.8.4 – Charges

Refer to *Post charges booklet (8833665)* for Acquisition Mail charges. Payment for the service can only be made by Australia Post Business Credit Account, or by using a postage meter. Payment by cash or credit card will not be accepted. The pre-populated lodgement document(s) accommodates metered Acquisition Mail lodgements.

### L6.8.5 – The Acquisition Mail data file

There are approximately ten million residential address points in the Acquisition Mail data file. The file does not hold any personal or business names, or industry classification information.

Data is gathered by our postal officers who identify and confirm each deliverable street address point in their delivery round and record if the address point:

- is residential, non-residential, or both
- displays a “No advertising material” sign.

Non-personalised (no name included) addresses are supplied according to the selection parameters chosen during registration.

The data is supplied by Australia Post solely for the provision of the Acquisition Mail service, and remains the property of Australia Post. It must not be modified, copied, offered for sale, provided to any other person, or used for any other purpose than the specific Acquisition Mail service that relates to the registration.

The data is supplied in one single quantity and not in batches.

The data must be used within three months of the supply date. Customers failing to lodge their entire Acquisition Mail campaign within three months of Australia Post supplying the data file may be charged up to \$0.10 per address provided.

#### ■ “No advertising material” addresses

“No advertising material” address points are excluded.

#### ■ ADMA’s “Do not mail” addresses

The Association for Data-driven Marketing and Advertising’s (ADMA) “Do not mail” register is a list of individuals requesting not to receive addressed direct mail. These address points are excluded.

#### ■ Excluded address points

Street address points not included in the Acquisition Mail Data file are primarily those in rural and remote areas. The data file does not include Post Office boxes, locked bags, private mail bags, community bags, addresses subject to counter delivery, addresses in external territories and addresses that have occupancy for less than 50 per cent of the year, eg holiday homes.

### L6.8.6 – Mandatory addressing standards

Correct addressing conditions ensure the Australia Post delivery system can recognise and interpret the delivery address. The delivery address is an inscription and therefore correct addressing conditions apply. Refer to the *Acquisition Mail service guide (8839559)* for more information.

### L6.8.7 – Lodgement conditions for Acquisition Mail

#### ■ Size categories and weight steps

All articles in an Acquisition Mail lodgement must be of the same size category. Refer to **L6.8.2 – Size categories**.

### ■ Mail presentation

All articles must be faced in the one direction. Lodgement must be in trays. The contents and sorting requirements for each tray type is shown below.

Tray type	Contents of tray and sorting requirements
<b>Barcode direct tray</b>	<ul style="list-style-type: none"> <li>• Barcoded articles in separate trays according to the Barcode Sort Plan of postcode ranges which can be found at <a href="https://auspost.com.au/sortplans">auspost.com.au/sortplans</a>.</li> <li>• Plastic wrapping is allowed.</li> <li>• The minimum quantity is 300 articles (or 4kg of article weight excluding the tray) per postcode range. Remaining articles become “Residue”.</li> </ul>
<b>Barcode residue tray</b>	<ul style="list-style-type: none"> <li>• Where there are insufficient barcoded articles to make a Barcode Direct Tray</li> </ul>
<b>Unbarcoded residue tray</b>	<ul style="list-style-type: none"> <li>• For articles that cannot be barcoded</li> </ul>

### ■ Tray labels

Customers must label each tray. Use either Australia Post pre-printed tray labels or labels produced by approved software. For more information on tray labelling, refer to the *Acquisition Mail service guide* (8839559).

#### L6.8.8 – How to lodge Acquisition Mail

Each lodgement must include an *Acquisition Mail Lodgement Document*, supplied with the address file following registration. Alternatively, customers can use the document to input information into the Electronic Lodgement Management System (eLMS). The document incorporates the AMAS certification. Your Acquisition Mail Campaign Number must be referenced in your lodgement documents or eLMS submission.

#### L6.8.9 – Where to lodge Acquisition Mail

Acquisition Mail must be lodged at the customer’s closest approved lodgement facility (as nominated when applying for an Australia Post Business Credit Account) or designated interconnect facility in the case of articles transported interstate by carriers other than Australia Post.

#### L6.8.10 – When to lodge Acquisition Mail

Each designated lodgement facility publishes the business hours during which it accepts lodgements.

#### L6.8.11 – Further information

For more information on the Acquisition Mail service, and a copy of the *Acquisition Mail service guide* (8839559), contact Australia Post on **13 13 18** or visit [auspost.com.au/acquisitionmail](https://auspost.com.au/acquisitionmail).

## Section 7 – Letter services – general provisions

### L7.1 – Scope of Letter services

#### L7.1.1 – Definition of Australia

The conditions of service for Letters delivery apply to all places within Australia.

The following places are within Australia:

- Lord Howe Island NSW 2898
- Australian Antarctic Territory TAS 7151
- Territory of Heard Island and McDonald Islands TAS 7151.

The conditions also apply to:

- Christmas Island (Indian Ocean) WA 6798
- Cocos (Keeling) Islands WA 6799
- Norfolk Island NSW 2899.

However, these places require the same customs documentation as in the International Post. Refer to *International mail services guide*.

#### L7.1.2 – Definition of same-state within Australia

Australia Post deems some postcodes that lie within or on the border of another state to be in that state for the purposes of some Print Post charging. The table shows these postcodes.

State	Postcodes in other states or territories considered to be in the same state
NSW	ACT postcodes 2600–2639, 0200–0299
	WODONGA VIC 3689
	WODONGA VIC 3690
QLD	TWEED HEADS NSW 2484 to TWEED HEADS SOUTH NSW 2490
VIC	ALBURY NSW 2640
	LAVINGTON NSW 2641

This means that, for example, a Print Post article addressed to Albury, NSW 2640 attracts the same-state charge if it is posted in either New South Wales or Victoria.

### L7.2 – Methods of payment of postage

#### L7.2.1 – Postage stamps

Customers may prepay postage by means of postage stamps that they affix to the top right of the address side of a letter or by postage meter marks.

#### L7.2.2 – Summary of ways of paying postage

The table shows, for each product or service and each method of payment, whether customers may pay postage by that method.

Product or service	Cash	Cheque (see note 1)	EFTPOS debit	Credit card	Australia Post Business Credit Account	Postage meter
Bulk letters – PAID postmark	✓	✗	✓	✗	✗	✗
Bulk letters – Postage Paid imprint	✓	✗	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>• Postage stamps</li> <li>• Prepaid postal stationery</li> <li>• Priority label</li> <li>• Satchels</li> <li>• Express Post</li> <li>• Registered Post</li> <li>• Australia Post packaging products</li> </ul>	✓	✗	✓	✓	Only if \$10 or more	See note 2
<ul style="list-style-type: none"> <li>• Metered / Imprint mail</li> <li>• Acquisition Mail</li> </ul>	✗	✗	✗	✗	✓	✓
Reply Paid	✗	✗	✗	✗	✓	✗
<ul style="list-style-type: none"> <li>• Postage paid by addressee at delivery point – for example, COD</li> <li>• More to pay</li> </ul>	✓	✗	✓	✓	✓	✗
Postage meter reset	✗	✗	✗	✗	✓	N/A

1 From 1 May 2023 cheques, bank cheques and bank drafts are no longer accepted for payment of postage.

2 Prepaid products should not be metered as the postage price is already included in the price of these products.

Please check the availability of Postage Meters as a payment method individually with an Australia Post office, or in the *Post charges booklet* (8833665).



## L7.3 – Post-boxes

### L7.3.1 – Street posting boxes

Official street posting boxes display the latest time for posting mail to meet Australia Post's delivery timetables.

### L7.3.2 – Private post-boxes

Owners or occupiers of business premises may apply to the General Manager Australia Post for Australia Post to clear a private post-box installed in the premises.

A private post-box cleared by Australia Post must have the following notice displayed next to each lodgement slot:

**THIS IS A PRIVATE POST-BOX.**

Articles posted in it will be carried by post, but evidence of that posting cannot be used as evidence of service by post.

The *Post charges booklet* (8833665) contains the charges for private post-boxes.

## L7.4 – Acceptance of mail by postal delivery officers

You may lodge a small quantity of mail with a postal delivery officer engaged on deliveries if:

- the mail does not require special documentation or services
- the postage is fully prepaid
- it is practical for the officer to accept the mail.

## L7.5 – Prohibitions

### ■ Certain items must not be posted

The *Dangerous and prohibited goods and packaging guide* (8833729) prohibits the lodgement of articles in all nine classes of dangerous goods. Each class is listed below with some examples of common substances that fall (or might fall) into the class. If you have any doubts about a particular substance, consult the *Dangerous and prohibited goods and packaging guide* for more details.

Class	Examples
<b>Class 1 – Explosives</b>	<ul style="list-style-type: none"> <li>• airbags for motor vehicles</li> <li>• ammunition</li> <li>• fireworks</li> <li>• flares</li> <li>• toy rocket motors</li> </ul>
<b>Class 2 – Gases (includes aerosols)</b>	<ul style="list-style-type: none"> <li>• aerosol products</li> <li>• blue flame lighters</li> <li>• carbon dioxide gas</li> <li>• chlorine</li> <li>• cigarette lighters, butane</li> <li>• fire extinguishers</li> <li>• pepper spray</li> <li>• seat belt pretensioners</li> <li>• small blow torches as used by chefs</li> </ul>
<b>Class 3 – Flammable liquids</b>	<ul style="list-style-type: none"> <li>• alcohol</li> <li>• cigarette lighter refills</li> <li>• eucalyptus oil</li> <li>• flammable paint and thinners</li> <li>• nail polish and remover</li> <li>• perfumery products</li> </ul>
<b>Class 4 – Flammable solids</b>	<ul style="list-style-type: none"> <li>• magnesium, metallic powders</li> <li>• matches of all kinds</li> <li>• zinc powder</li> </ul>
<b>Class 5 – Oxidising material</b>	<ul style="list-style-type: none"> <li>• bleaching powders</li> <li>• dyes, hair or textile, made of organic peroxides</li> <li>• fibreglass repair kits</li> <li>• pharmaceutical products, some</li> </ul>
<b>Class 6 – Toxic and infectious substances</b>	<ul style="list-style-type: none"> <li>• arsenic</li> <li>• bacteria</li> <li>• blood and its components</li> <li>• fungi</li> <li>• rat poison</li> <li>• tear gas devices</li> <li>• used surgical blades and used syringes</li> <li>• viruses</li> </ul> <p>Australia Post permits certain Class 6 articles in some services, subject to packing and labelling conditions. Refer to the <i>Dangerous and prohibited goods and packaging guide</i> (8833729).</p>

Continued on next page



Class	Examples
<b>Class 7 – Radioactive materials</b>	Materials containing radionuclides where the activity (measurement of radioactivity) exceeds the permitted values as noted in the current edition of the IATA Dangerous Goods Regulations. Example: <ul style="list-style-type: none"> <li>• plutonium</li> <li>• radium</li> </ul>
<b>Class 8 – Corrosives</b>	<ul style="list-style-type: none"> <li>• batteries, wet cell</li> <li>• Brasso</li> <li>• cleaning liquids, corrosive</li> <li>• paint or varnish removers</li> <li>• some fertilisers</li> <li>• thermometers, mercury filled</li> </ul>
<b>Class 9 – Miscellaneous</b>	<ul style="list-style-type: none"> <li>• carbon dioxide solid (dry ice)</li> <li>• cryogenic liquid</li> <li>• first aid kits</li> <li>• hair curling wands</li> <li>• life jackets containing small gas bottles</li> <li>• magnetised materials</li> <li>• oiled paper</li> <li>• polymerisable materials</li> </ul>

## L7.6 – Change-of-address and mail holding services

Either Australia Post or an agent of the addressee can redirect articles if the addressee has changed address. For full details, refer to Section 7 of *General products and services guide (8837578)*.

## L7.7 – Unclaimed, undeliverable, refused mail

The Letter service provisions for unclaimed, undeliverable and refused articles are in Section 5 of *General products and services guide (8837578)*.

## L7.8 – Withdrawal from the post

A sender who has lodged a Letter service article may apply to have the article withdrawn from the post and returned to the sender. Section 5 of *General products and services guide (8837578)* contains the conditions for withdrawing an article from the post. Because of the potential for fraud, Australia Post strictly observes these conditions and does not easily grant applications for withdrawal from the post. Withdrawal charges are in the *Post charges booklet (8833665)*.

## L7.9 – Compensation and Extra Cover

For the conditions that apply to compensation and Extra Cover, refer to Section 6 of *General products and services guide (8837578)*. Also, refer to **L4.2 – Extra Cover up to \$5,000**.

## L7.10 – Enquiries or complaints

People with an enquiry or complaint about damage, delay or loss of a Letter service article, should contact an office of Australia Post and provide full details.

### L7.10.1 – Lodgement of enquiries

Senders or addressees may lodge enquiries:

- via our website at [auspost.com.au/contactus](https://auspost.com.au/contactus)
- on the enquiry form available at any Post Office
- by post to your state head office at  
Australia Post  
Customer Contact Channels  
GPO Box 9911  
[in your state capital]
- or telephone **13 POST (13 7678)**.

### L7.10.2 – Non-delivery

Australia Post accepts an enquiry or a complaint within six months of the lodgement of non-delivery of a Letter service article if:

- the applicant can describe the article and give sufficient details of the lodgement of the article(s)
- sufficient time has elapsed to allow the article to reach its destination in the ordinary course of carriage
- the applicant can provide reasonable evidence that the article was posted and has not yet been delivered.

#### ■ Action by Australia Post for non-delivery enquiries

The table shows the Australia Post action for Letter service non-delivery enquiries.

Service	Action taken
<b>Ordinary post</b>	No search
<b>Express Post</b>	Search at the delivery office
<b>Registered Post</b>	Search at the delivery office
<b>Extra Cover</b>	Search at the delivery office
<b>Delivery Confirmation</b>	Search at the delivery office

Australia Post returns undeliverable articles found in the mail to the sender or the “return to sender address” specified on the article, if possible.

**L7.10.3 – Delayed delivery**

Anyone making an enquiry or complaint about delayed delivery should, if possible, submit the envelope or the cover of the delayed article in the condition in which they received it.

**L7.10.4 – Information not to be divulged**

Australia Post does not give information about postal articles or electronic mail messages that pass through an Australia Post office, except to the person to whom the article or message is addressed.

## Section 8 – Letter service specifications

### L8.1 – Envelopes

#### L8.1.1 – Introduction

Electronic letter processing equipment handles letters with greater speed, efficiency and more economically than manual sorting methods. The respective postage charges reflect the difference in handling costs.

##### ■ Why an envelope specification is necessary

Letters passing through modern high-speed postmarking and sorting machines are subject to considerable stress. Envelope specifications are necessary to ensure envelopes can be successfully machine-processed. Sorting officers transfer letters that are not suitable for machine processing to manual processing areas.

Some envelopes are not suitable for machine processing because of the characteristics of the envelope paper, such as strength, porosity, luminescence, and so on. Some types of recycled paper with prominent paper fibres are also unsuitable for machine processing.

##### ■ Contents of a Small envelope

Small letters should not contain stiff objects such as bottle tops, pens, items enclosed in a hard case, and so on. High-speed machine processing could damage such objects, or the objects could damage other articles or the mail processing equipment.

##### ■ The formal specification

Australia Post recommends that envelopes and cards comply with Australian Standards Specification 4611 – 1999, which contains technical envelope specifications including details of the various standard tests that Australia Post applies.

##### ■ Envelope testing

Customers may send sample envelopes with a covering letter for testing to:

Australia Post  
Mail Products  
GPO Box 1777  
MELBOURNE VIC 3001

#### L8.1.2 – Application of these specifications as a mandatory requirement

The basis of postage charges for some Letter services is the requirement that all envelopes and wrappers lodged meet certain mandatory specifications. For details of which specifications are mandatory, please refer to the terms and conditions for each particular service.

#### L8.1.3 – Envelope paper quality

The table shows the minimum and maximum values of the attributes of the stock used for the manufacture of envelopes and postcards.

Attribute	Envelope paper stock	Card stock
Density – Small letters <sup>1</sup>	65 – 110gsm	140 – 500gsm <sup>2</sup>
Density – Large letters <sup>1</sup>	65 – 110gsm	240 – 500gsm
Thickness	0.08 – 0.18mm	0.18 – 1.5mm <sup>3</sup>
Stiffness – machine direction	At least 3.0mN	30 – 1,140mN
Stiffness – cross direction	At least 1.5mN	14 – 1,140mN

- 1 Refer to the following definitions for letter sizes: **L2.2 – Small letter**, **L2.3 – Large letter** or **L6.1 – Bulk letter sizes and weights**.
- 2 The majority of cards available at 140gsm do NOT meet the minimum specifications for thickness or stiffness.
- 3 0.25 – 1.5mm for Reply Paid International (IRP).

Attribute	Envelope and card stock
Porosity	250 – 1,000ml/min
Tearing resistance	At least 350mN
Smoothness	35ml/min – 550ml/min
Opacity	At least 75 per cent
Diffuse reflectance	At least mean of 60 per cent @ 425 – 500nm At least mean of 70 per cent @ 500 – 700nm
Coefficient of friction <sup>1</sup>	0.2 – 0.5

- 1 “Coefficient of friction” describes the relationship of the force of friction between two bodies, and the force pressing them together. Its measurement is a ratio and is relative between two surfaces. For Australia Post the two surfaces are usually two paper mail articles. Relative to each other, the two articles would have a particular coefficient of friction. Letter processing equipment employs material that exerts a higher coefficient of friction on the first article than that of the following article, enabling the machine to pick up one article at a time. The ideal for articles being sorted through Australia Post’s equipment is the lowest possible coefficient. The stated range of 0.2 to 0.5 is felt to be ideal for letter sorting machines. Within this stated range, there is sufficient friction to pick a single article from a mail stack but insufficient friction to cause a second article to be picked at the same time.

### L8.1.4 – Envelope size

For the size of envelopes, refer to:

- L2.2 – Small letter
- L2.3 – Large letter
- L6.1 – Bulk letter sizes and weights

### L8.1.5 – Envelope colour

#### ■ Recommended colours

Australia Post recommends white paper or card for your articles, but light tints or half-tones are satisfactory. A general test is that colours should come on or around the following range of 78 acceptable colours from the Pantone Matching System® (PMS).

100	101	106	107	113	114	120	121	127	128	134	135	136
141	142	148	149	155	162	169	176	196	203	217	250	263
277	290	304	317	331	332	337	344	351	358	365	366	372
373	379	386	393	400	406	413	427	434	441	453	454	460
461	467	468	474	475	482	488	489	496	502	503	510	517
524	530	531	538	545	552	559	566	573	579	580	586	587

The colours shown above are approximations only. Refer to official ink colour charts.

Australia Post may reject lodgements of articles in envelopes or wrappers in colours not in the table above. If you have doubts about the intended colour of your articles, send samples for testing to:

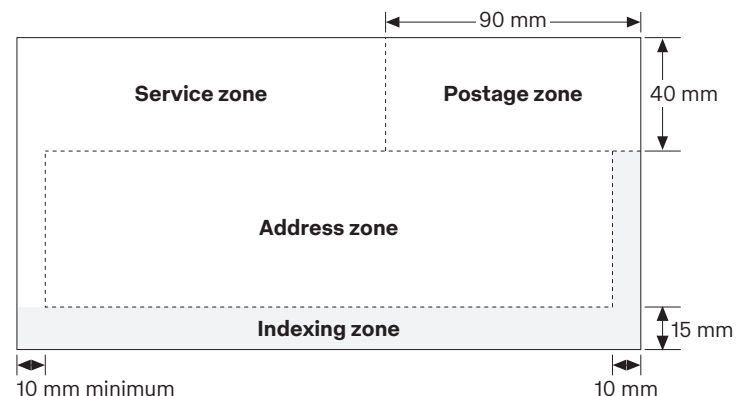
Australia Post  
Mail Products  
GPO Box 1777  
MELBOURNE VIC 3001

### L8.1.6 – Postcode squares

Small letters with hand-written Australian addresses should always use pre-printed postcode squares when present.

### L8.1.7 – Printing on envelopes

The diagram shows the zones on the face of an envelope. These zones do not apply to all services, refer to the relevant service guide for full details.



#### ■ Postage zone

The postage zone is reserved for postage stamps, postage meter marks, and Postage Paid indicia.

The zone is 40mm high × 90mm wide, located at the top right hand corner of the article.

#### ■ Address zone

The address zone is reserved for the postal delivery address.

The zone must be kept at least 10mm clear from the left and right edges of the article.

#### ■ Indexing zone

The indexing zone is reserved for Australia Post barcode printing. The shading in the diagram above is for illustrative purposes only.

The zone is:

- 10mm wide, located on the right side of the address zone at the right edge of the article
- 15mm high, located along the lower edge of the article.

#### ■ Service zone

The service zone may contain service indicators or the return address.

### L8.1.8 – Imitation envelopes

Australia Post may reject envelopes that imitate or resemble existing prepaid letter service products.

### L8.1.9 – Reusable envelopes

Reusable envelopes must be designed and manufactured in such a way that they can be successfully machine processed both on their outward and return journeys. To ensure this is so, customers intending to use reusable envelopes should send a design proof or samples for testing to:

Australia Post  
Mail Products  
GPO Box 1777  
MELBOURNE VIC 3001

### L8.1.10 – Standards Association reference on envelopes

Australian Standard AS4611-1999 – *Mailing Envelopes* defines Post Office Preferred or POP envelopes. The illustration shows the official distinguishing symbol for POP envelopes. Provided the envelopes meet AS4611-1999, envelope manufacturers and distributors may show the symbol on envelope wrappers, boxes or displays as a guide to purchasers.



No approval to use the symbol is required. The size of the symbol may vary to suit the circumstances.

### L8.1.11 – Transparent panel envelopes

#### ■ Panel quality

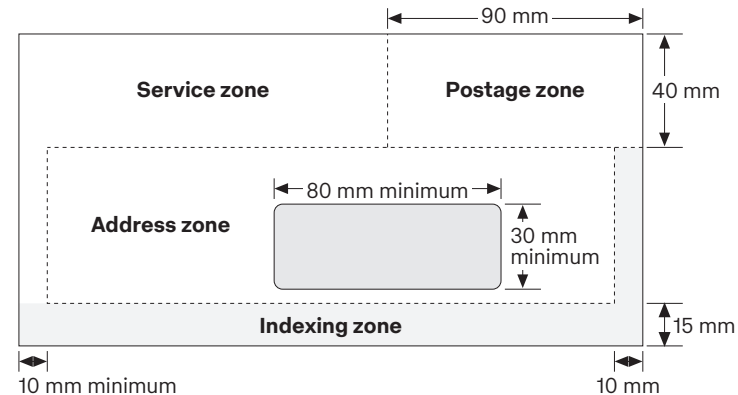
Transparent panel envelopes must have clear panels. Australia Post does not permit open window panels. Even very clear panels can cause problems if they reflect too much light. When measured by a suitable photometric method, the contrast ratio of the panel material must not exceed 25 per cent. Customers intending to use a new panel material should send samples for testing (at least 50mm × 80mm) to:

Australia Post  
Mail Products  
GPO Box 1777  
MELBOURNE VIC 3001

The envelope paper should securely adhere to the panel material up to and around the entire panel edge. This prevents parts of letter-processing machinery or corners of other articles catching in the panel edges.

#### ■ Size and position of address panel

The address panel on a Small or Small Plus letter should be parallel with the longer dimension of the letter and should be not less than 30mm × 80mm. The panel may be located anywhere within the Address Zone.



The Address Zone must be positioned:

- at least 40mm from the top edge of the article
- at least 15mm from the bottom edge of the article
- at least 10mm from the left and right edges of the article.

For bulk mail services, the recommended minimum size for window panels is 38mm high × 95mm wide for Small and Small Plus size articles (up to C5) and 45mm high × 95mm wide for Large size articles.

#### ■ Contents of panel envelopes

The design of the contents of transparent panel envelopes must ensure that:

- the whole address remains visible in the panel, even if the contents shift
- no non-address information shows in the panel, even if the contents shift
- the address is clearly visible without having to press the panel against the address or shake the envelope to bring the address into view.

Do not use:

- light-weight paper with excessive carbon show-through
- coloured or patterned paper or printed colours or patterns in the address area of the contents.

It is useful to include folding guidelines on the stationery.

If you need a colour for identification, use colour printing on white paper, or a coloured strip away from the address area.

### ■ Second panels

A second transparent panel for advertising, pictorial display or a return address can be used as long as:

- the second panel does not impair the quality or the machine-handling capability of the envelope or impede the processing of any other article with which it comes into contact
- the font-size of any return address in the second panel is smaller than the font used in the address panel.

## L8.2 – Postcards

The introductory comments about the need for a specification for envelopes apply equally to postcards. Refer to **L8.1.1 – Introduction**.

### L8.2.1 – Services in which this specification is mandatory

The basis for the postage charges for some Letter services is the expectation that all postcards lodged meet the Australia Post specifications. This specification is a mandatory requirement for all articles lodged in:

- PreSort Letters / Promo Post / Charity Mail
- Acquisition Mail
- Clean Mail
- Reply Paid.

For use of postcards with Reply Paid, please contact the Reply Paid team at [replypaid@auspost.com.au](mailto:replypaid@auspost.com.au).

### L8.2.2 – Card stock quality

Refer to **L8.1.3 – Envelope paper quality** for the minimum and maximum values of the attributes of the card stock used for the manufacture of a postcard.

The longer edge of a postcard must be parallel to the machine direction (the grain) of the card stock. Most paper suppliers can supply card that meets this specification.

Customers may send card stock samples for testing to:

Australia Post  
Mail Products  
GPO Box 1777  
MELBOURNE VIC 3001

### L8.2.3 – Postcard size

A postcard must be within the letter size limits – refer to **L2.2 – Small letter** and **L2.3 – Large letter**.

### L8.2.4 – Postcard colour

The address side of an unenclosed postcard should comply with the same colour specification as an envelope – refer to **L8.1.5 – Envelope colour**. Australia Post does not accept a tinselled or beaded postcard unless it is enclosed in an envelope.

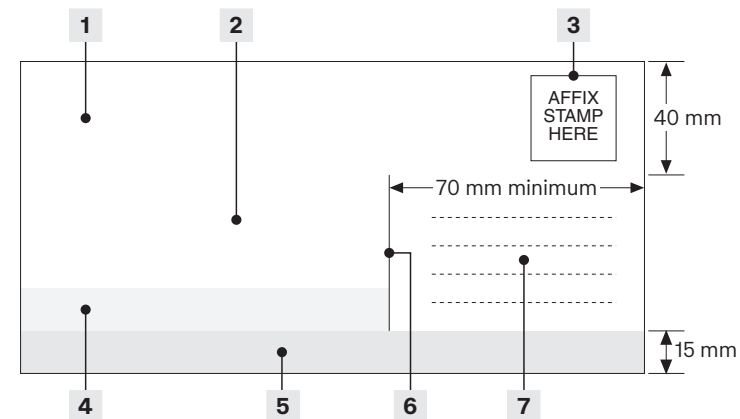
### L8.2.5 – Printing on postcards

For a non-pictorial postcard – that is, a postcard with the message on the back of the card, the same specification applies as for an envelope. Refer to **L8.2.7 – Machine addressed postcards**.

### L8.2.6 – Pictorial postcards

The diagram shows the layout and the zones of the address side of a pictorial postcard.

1. Service zone at top left of the article.
2. Message area in centre of the article.
3. Stamp affixing designator at top right corner of the article. No lower than 40mm from the top edge.
4. Suggested area for description of pictorial scene.
5. Indexing zone reserved for Australia Post – it must contain no printing. At least 15mm from the bottom edge of the article.
6. Vertical dividing line between the address zone and the message area
7. Address zone at least 70mm wide, with optional faint or dotted address guide lines.



### L8.2.7 – Machine addressed postcards

Postcards for an Australia Post bulk letter service must comply with the conditions applicable to the article sizes of that service.

## L8.3 – Plastic wrapping and covers

Australia Post accepts some articles enclosed in plastic wrapping or covers if they meet the specifications below.

### L8.3.1 – Services in which this specification is mandatory

The basis of postage charges for some Letter services is the requirement that all envelopes and wrappers lodged meet certain mandatory specifications. Certain sections of these specifications are mandatory requirements for particular Letter services. For details of which specifications are mandatory, please refer to the terms and conditions for each particular service.

### L8.3.2 – Conditions of use

Senders may enclose an article in a plastic wrapping or cover if:

- all articles in the cover are securely bound or tied together as well as wrapped
- the plastic material complies with **L8.3.3 – Plastic specification**
- the welds, if any, are as strong as the parent material and on the non-address side of the article.

### L8.3.3 – Plastic specification

Plastics can cause problems with some postal operations. In general, medium impact-resistant, anti-static polyethylene is suitable if its attributes fall within the limits shown in the table.

Attribute	Value	Comments
<b>Thickness</b>	A minimum of 25µm	Recommended values for polyethylene are: <ul style="list-style-type: none"> <li>• 50µm for articles up to 500 grams</li> <li>• 100µm for articles over 500 grams</li> </ul>
<b>Impact strength</b>	Equal to 50µm film	Refer to AS1326 – 1972
<b>Tearing resistance</b>	At least 450mN in any direction	Refer to AS TMD1922 – 1989
<b>Kinetic coefficient of friction</b>	Between 0.2 and 0.5	Refer to AS 1326 – 1972
<b>Gloss level</b>	150 gloss units or less when measured at 60 degrees	Refer to AS 1326 – 1972
<b>Anti-static properties</b>	Static charge <2.0kV	

You may use a material other than polyethylene if it meets this specification. Customers may send a sample (0.6m × 1.6m) for testing to:

Australia Post  
Mail Products  
GPO Box 1777  
MELBOURNE VIC 3001

### L8.3.4 – Addressing of plastic wrapped articles

Senders may affix an address label to the outside of the plastic cover or under the plastic cover. If it is under the plastic cover, the address label must remain visible and legible through the plastic at all times during carriage.

## L8.4 – Paper wrappers

Large numbers of publications find their way to the Mail Redistribution Centre because of inadequate paper wrappers. Wrappers must be of sufficient size and strength to withstand the heavy pressure and friction that can occur during Letter service processing. The following guidelines apply.

### ■ Paper quality

Use paper of sufficient strength and quality that will not burst or tear under pressure or friction. Refer **L8.1.3**.

### ■ Complete cover

A paper wrapper should completely cover the article it encloses to prevent damage to the article.

### ■ Fold not roll

Rolled and wrapped articles are prone to burst their wrappings. If you cannot wrap the article flat, a fold is much better than a roll.

### ■ Keep it tight

A paper wrapper should tightly grip the article it encloses; otherwise, friction will cause it to slip off.

### ■ Small openings

Any openings in a paper wrapper should be less than **88mm**.



## L8.5 – Zip-fastened envelopes

Australia Post accepts zip-fastened envelopes of plastic or other material, only of Large letter size.

### L8.5.1 – Submission of prototype

Anyone proposing to manufacture a zip-fastened envelope should first send a prototype for comments to:

Australia Post  
Mail Products  
GPO Box 1777  
MELBOURNE VIC 3001

### L8.5.2 – Recommended features

Australia Post recommends that a zip-fastened envelope has the following features.

#### ■ Postage panel

The postage panel is in the top-right of the envelope. It should be large enough to insert a card bearing stamps and any other necessary endorsements or service labels. No material may cover the panel, even transparent material.

#### ■ Address panel

The address panel is in the lower-right of the envelope. It is on the same side as the postage panel. It should be large enough to insert a card bearing an address. A transparent material may cover this panel.

#### ■ Seals or locks

A suitable sealing or locking device must exist if the envelope is for use in Registered Post.

## L8.6 – Self-mailers

A self-mailer is an un-enclosed communication. Usually it is a single sheet of paper, folded to Small letter size and sealed.

The specification for a self-mailer is the same as for an envelope concerning paper density and quality, size, colour and printing (refer to **L8.1 – Envelopes**).

In addition, the following conditions apply specifically to self-mailers:

- The article must be sealed on all sides.
- The article may comprise more than one sheet of paper if one sealed piece completely encloses the others.

## Section 9 – Correct addressing standards

### L9.1 – What is correct addressing?

The address on your mail is a direction to Australia Post. It should be complete, concise, and clearly written or printed so that Australia Post can process and deliver your mail accurately and speedily.

#### L9.1.1 – Services in which correct addressing is mandatory

The basis of postage charges for some Letter services is the requirement that all envelopes and wrappers lodged meet certain mandatory specifications. Certain sections of these specifications are mandatory requirements for particular Letter services. For details of which specifications are mandatory, please refer to the terms and conditions for each particular service.

#### L9.1.2 – Components of a correct address

The address on any postal article must be aligned left and contain the components shown in the table.

Address component	Position and format	Comments
<b>Name of addressee</b> For articles addressed to a person at a company or organisation, this is the company or organisation name.	First line of address	Mandatory, with the exception of Acquisition Mail. For Registered Post, refer to <b>L4.1.4 – Articles not accepted in Registered Post</b> .
<b>“Attention of” or other reference details</b>	Second and, if necessary, third line of the address	Optional
<b>Street address, Post Office box number, or locked bag number</b>	Second last line of the address. It must contain no punctuation or underlining.	Mandatory
<b>Locality name or the name of the office of delivery</b>	The first component of the last line of the address. It must be in UPPER CASE letters and contain no punctuation or underlining.	Mandatory

Address component	Position and format	Comments
<b>The state or territory abbreviation</b>	The second component of the last address line. It must be in UPPER CASE letters and contain no punctuation or underlining.	Mandatory, except for the PreSort Letters service and the Acquisition Mail service. For details, refer to the relevant service guide.
<b>The postcode</b>	The third and last component of the last address line. It must contain no punctuation or underlining	Mandatory

#### ■ Punctuation

You should avoid using punctuation of any sort in the text in the last line of the address. This includes full stops and commas.

#### ■ Underlining

Do not underline any part of the address.

#### ■ Reply Paid addressing

Exceptionally, the address structure on Reply Paid responses differs from that shown above.

#### L9.1.3 – Position of the address on envelopes

Except where the conditions of a specific service permit otherwise, the address must be legible and clearly set out. It must be within the address zone of the envelope or postcard and be at least 15mm clear of the bottom and 10mm clear of the sides of the envelope. Refer to the diagram at **L8.1.7 – Printing on envelopes**.

The first line of the address should be at least 40mm from the top of the envelope to leave room for the postage zone containing postage stamps, postage meter mark and postmarks. Remember to include a sender's address on all articles. This greatly assists the return of undeliverable articles.

Addresses printed on adhesive labels are acceptable if the address falls in the correct position and alignment.

#### L9.1.4 – Position of address on wrappers

Except where the conditions of a specific service permit otherwise, on wrappers, the address should be clearly set out parallel to the long side of the cover and be positioned to leave room for postage stamps, postage meter mark and postmarks. Australia Post prefers adhesive labels on wrappers.

Do not use tags or trailing labels on items in the letter services.

Remember to include a return address on all mail. This greatly assists the return of undeliverable items.

### L9.1.5 – Postcode

Correct use of postcodes ensures that articles arrive at their proper destinations quickly. You should use a postcode in:

- all addresses on articles
- all letterhead addresses
- printed addresses on invoices, account forms, and so on
- all “return to sender” addresses on articles.

#### ■ The postcode in machine-printed addresses

In machine-printed addresses, the postcode must appear as the last item in the last line of the address, located only one or two spaces after the state or territory abbreviation. If the envelope contains postcode squares, ignore them.

#### ■ The postcode in hand-written addresses on Small letters

In hand-written addresses on Small letters, use the postcode squares pre-printed on the envelope when available. When postcode squares are unavailable the postcode must appear as the last item in the last line of the address, located only one or two spaces after the state or territory abbreviation. Do not use the postcode squares if you are sending an article to an overseas address.

#### ■ The Postcodes booklet

The *Postcodes booklet (8834999)* contains a list of over 15,000 Australian place names and their postcodes. It is available for download from [auspost.com.au/postcode](http://auspost.com.au/postcode). A postcode listing is also on the back pages of metropolitan White Pages.

### L9.1.6 – Form of address for counter mail delivery

Where articles are addressed for collection at a Post Office (or Poste Restante in the International Post), the address must include the family name and the given name or initial of the addressee. You must not use initials only, figures, given names only, fictitious names or codes.

### L9.1.7 – Form of address for crew or passengers on board ship

You should address mail to crew or passengers on board ship care of the shipping company agents at the port of call. The postage rate to the country in which the port is situated applies.

### L9.1.8 – Form of address for flats, units or apartments

Use only the forms of address in the examples below for flats, units or apartments.

Form of address	Example
For flat 2 at 14 Smith Street	Flat 2 14 Smith St 2/14 Smith St
For unit 2 at 14 Smith Street	Unit 2 14 Smith St 2/14 Smith St
For apartment 2 at 14 Smith Street	2/14 Smith St

#### ■ Use of the forward slash

Australia Post accepts a forward slash (/) to separate a flat, unit or apartment number from the thoroughfare number. However, do not use a forward slash to separate other address elements, such as a shop, suite, or factory number or a building level number.

### L9.1.9 – Recommended thoroughfare abbreviations

Thoroughfare	Abbreviation	Thoroughfare	Abbreviation
Alley	ALLY	Grove	GR
Arcade	ARC	Highway	HWY
Avenue	AVE	Lane	LANE
Boulevard	BVD	Parade	PDE
Close	CL	Place	PL
Court	CT	Road	RD
Crescent	CRES	Square	SQ
Drive	DR	Street	ST
Esplanade	ESP	Terrace	TCE

### L9.1.10 – Exchange of postal addresses

For the satisfactory interchange of correspondence, it is essential that each party knows the correct postal address of the other. You should therefore display your own correct postal address on your notepaper, visiting cards, business communications, advertisements and so on.

If you hold a Post Office box or a locked bag, prominently display the number and Post Office name. Always include the correct postcode.

**L9.1.11 – Printed letterheads**

Because it is customary to pin or clip documents at the left-hand corner, the best position for an address on a letterhead is at the top right-hand corner.

No postal address is complete unless it includes the postcode.

If you hold a Post Office box or a locked bag, prominently display the number and Post Office name on your letterhead. For example:

Please address all mail to:

W J Jones & Associates  
Locked Bag 7  
SUNSHINE VIC 3020

If you want to show your office or factory location on your stationery, lay it out as follows:

J C BROWN PTY LTD  
Postal Address:  
PO Box 2941  
BURNIE TAS 7320  
Office Location:  
14th Floor, 71 Jones Street  
BURNIE, TASMANIA

**L9.1.12 – Forms and reply coupons**

As on a letterhead, the best position for the sender's address on forms and reply coupons is usually at the top right-hand corner.

When designing forms or reply coupons that ask for an address ensure sufficient space is allowed for a full address.

The address space on a form should always specifically invite the inclusion of the postcode.

**L9.2 – Address layout**

Modern letter sorting equipment relies on well-addressed articles, the use of consistent address formats and the correct use of postcodes to achieve maximum performance and efficiency.

Articles that cannot be machine-processed are diverted to the slower manual processes.

This section illustrates the correct, and some common incorrect, methods of address layout for both hand-addressed and machine-addressed articles. This section does not apply to Reply Paid addresses.

**L9.2.1 – Address printing****■ Machine-printed addresses**

The font for machine-printed addresses should ideally be Helvetica or Times 12 point. Print characters must not touch or overlap.

- This line is an example of Helvetica 12 point.
- This line is an example of Times 12 point.

The table shows the attributes of print font characters that are necessary for machine readability.

Attribute	Specification	Comments
Height of characters	1.8mm minimum 7.0mm maximum	The ideal height is between 2.0mm and 4.0mm.
Width of characters	0.3mm minimum 7.0mm maximum	
Space between lines	1.0mm minimum 2.5mm maximum	
Font style	Helvetica 12 point Times 12 point Courier 12 point	Do not use artistic or script fonts.
Special effects	Do <b>not</b> use any special effects	Special effects include <u>underline</u> , <b>bold</b> , <i>italic</i> , <b>shadow</b> , <b>outline</b> , <b>emboss</b> , <b>engrave</b> .
Kerning	Do <b>not</b> use kerning	Print characters must not touch or overlap.
Colour	Dark colours such as black, dark blue and dark green are preferred. Red, orange and yellow must not be used.	

In the last line of the address, leave one or two character spaces between the place name, the state or territory abbreviation, and the postcode. Ignore any postcode squares printed on the envelope.

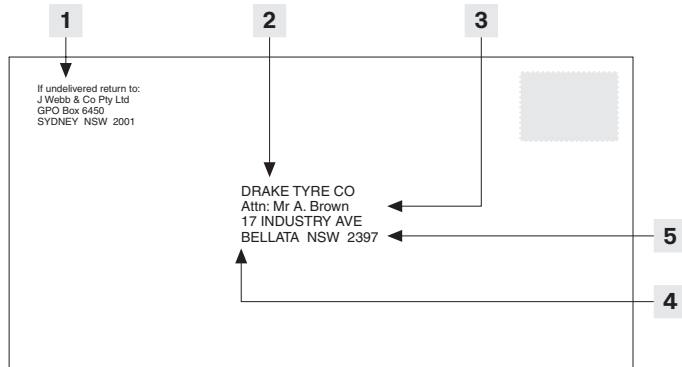
**■ Hand-written addresses**

For hand-written addresses, use a dark, preferably black, ink. Do not use red, orange or yellow ink. In the last line of the address, leave one or two character spaces between words and one or two spaces between the place name and the state or territory abbreviation and postcode.

### L9.2.2 – Address layout

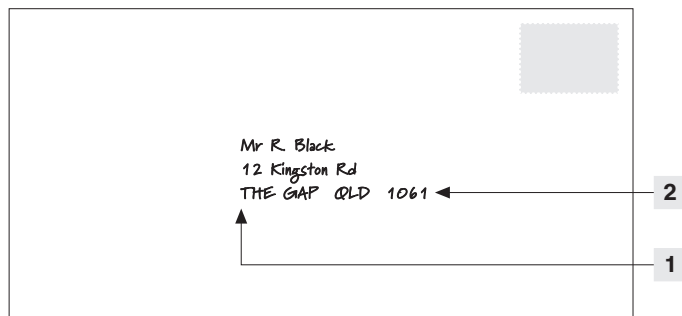
#### ■ A correct machine-addressed layout

1. There is a return address in the Service zone.
2. The address is ideally printed in Helvetica or Times 12 point.
3. “Attention” or reference details appear above the last two lines of the address.
4. The left margin is aligned.
5. The postcode is in the last line of the address with one or two spaces between the place name, the state abbreviation and the postcode.



#### ■ A correct hand-addressed layout

1. The left margin is aligned.
2. The last line of the address contains only the place name and state abbreviation and postcode in capital letters with no underlining or punctuation.



### L9.2.3 – The first line of the address

The first line of the address should contain the name of the addressee.

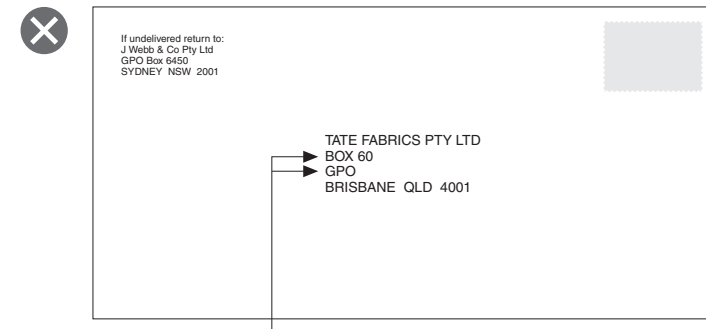
### L9.2.4 – The second-last line of the address

The second last line of the address should contain only the street number and name, or a Post Office box number or locked bag number. When appropriate, add the flat, unit or floor number ahead of the street number.

#### ■ A correct address to a Post Office box

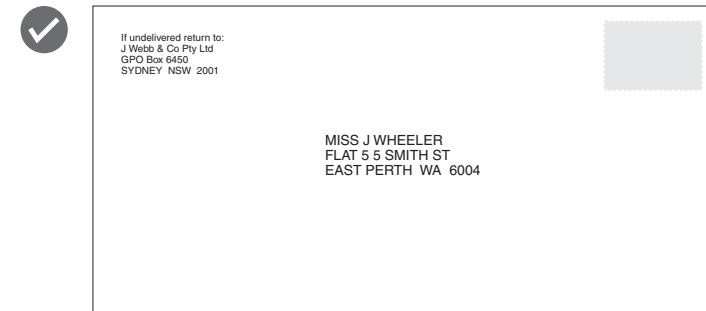


#### ■ An incorrect address to a Post Office box

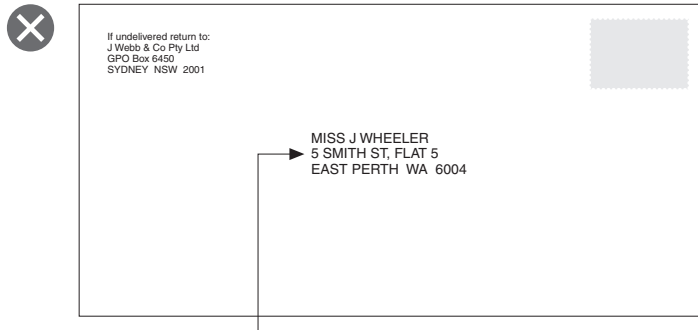


The Post Office box details should be on one line: GPO BOX 60

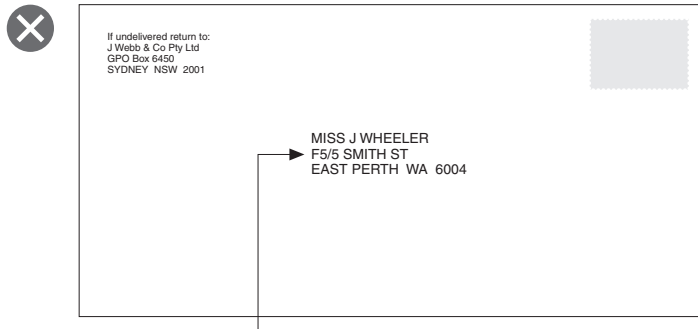
#### ■ A correct address to a flat



■ An incorrect address to a flat



The flat, unit or floor number should be ahead of the street number

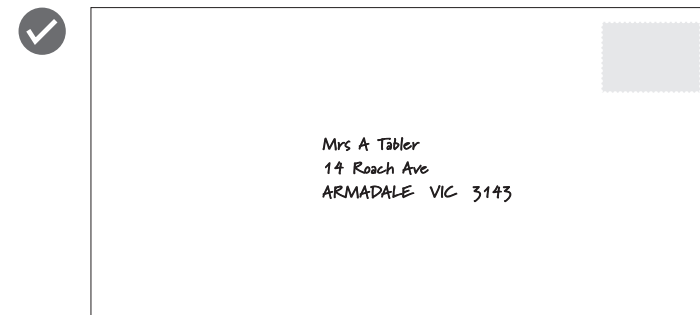
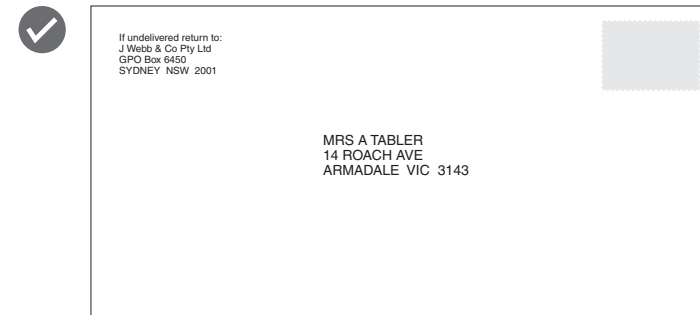


Use 5/5 SMITH ST or Flat 5 5 SMITH ST

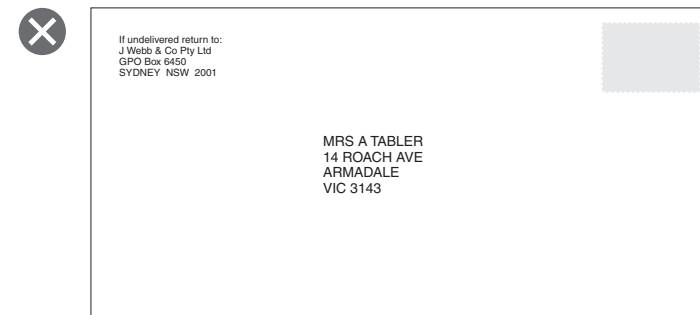
**L9.2.5 – The last line of the address**

The last line of the address should contain only the place name or the Post Office of delivery, the state or territory abbreviation and the postcode, in that order. Each must be in UPPER CASE separated by one or two character spaces, with no punctuation and no underlining.

■ A correct last line of an address



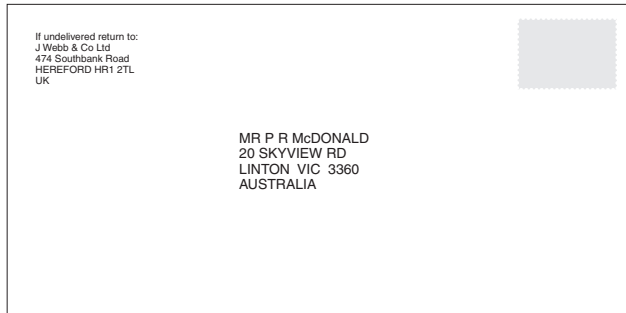
■ Incorrect last line of an address



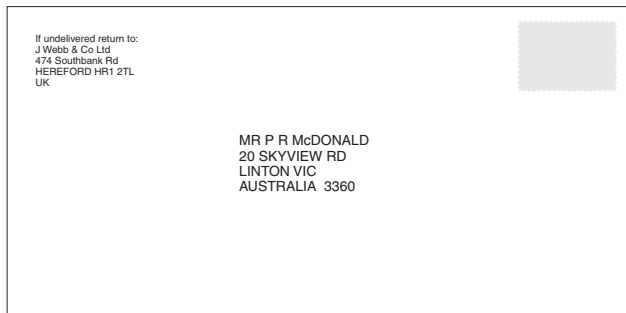
### L9.2.6 – The postcode

The postcode **must** be the last item in the address. It should appear on the same line as the place-name or Post Office of delivery, the state or territory abbreviation and above AUSTRALIA on mail from overseas. For hand-addressed Small letters, where postcode squares are provided, the postcode should be written in them.

#### ■ Correct postcodes



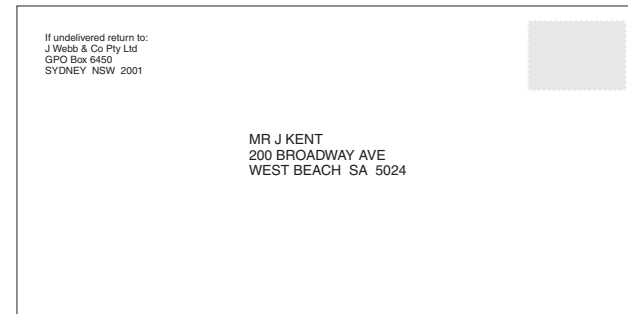
#### ■ An incorrect postcode



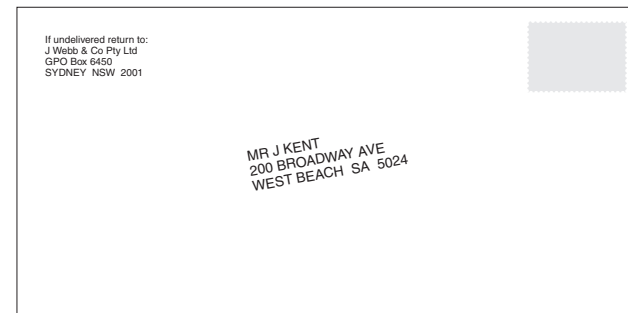
### L9.2.7 – Skewed address blocks

The address lines should be parallel to the bottom edge of the envelope. A variance of up to five degrees is tolerable.

#### ■ A correctly aligned address block



#### ■ An incorrect skewed address block





### L9.2.8 – Staggered address blocks

Do not stagger address blocks, in which successive lines are indented. All lines of the address should be aligned to a uniform left margin.

#### ■ A correct left aligned address block



If undelivered return to:  
J Webb & Co Pty Ltd  
GPO Box 6450  
SYDNEY NSW 2001

MR J BROWN  
241 SMITH ST  
BANKSTOWN NSW 2200

#### ■ An incorrectly staggered address block



If undelivered return to:  
J Webb & Co Pty Ltd  
GPO Box 6450  
SYDNEY NSW 2001

MR J BROWN  
241 SMITH ST  
BANKSTOWN NSW 2200

### L9.2.9 – Punctuation in the address

Keep punctuation within an address to a minimum.

Do not use **any** punctuation in the last lines of the address. This includes full stops or commas.

#### ■ A correct address with no punctuation



If undelivered return to:  
J Webb & Co Pty Ltd  
GPO Box 6450  
SYDNEY NSW 2001

H GREGORY & CO PTY LTD  
84 WISHBONE TCE  
FREMANTLE WA 6160

#### ■ An incorrect last address line containing punctuation



If undelivered return to:  
J Webb & Co Pty Ltd  
GPO Box 6450  
SYDNEY NSW 2001

H GREGORY & CO PTY LTD  
84 WISHBONE TCE  
FREMANTLE. WA. 6160.

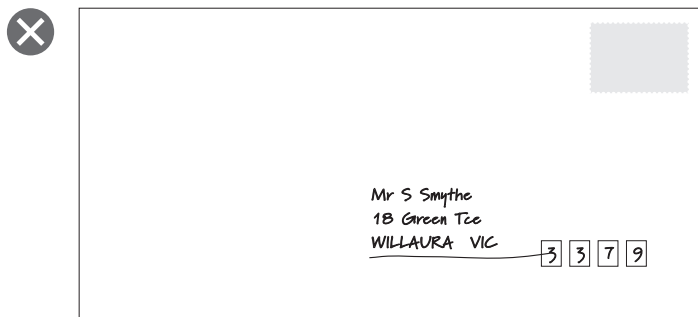
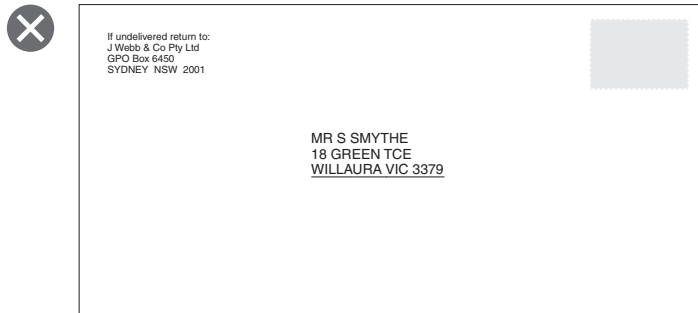
### L9.2.10 – Underlining in the address

Do not underline anywhere in the address, especially the last line and the area adjacent to the postcode squares.

#### ■ A correct address with no underlining



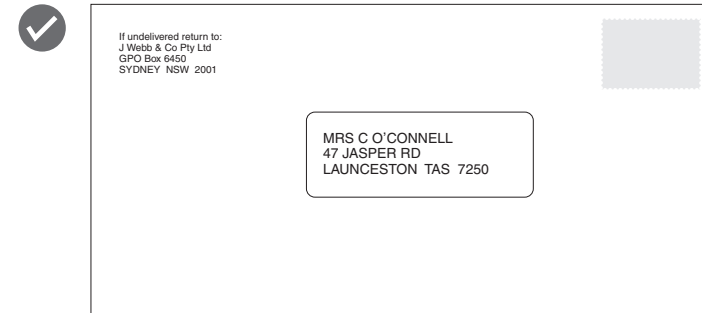
#### ■ Incorrect uses of underlining



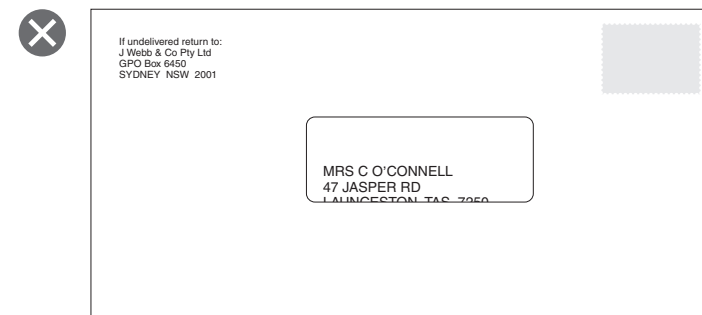
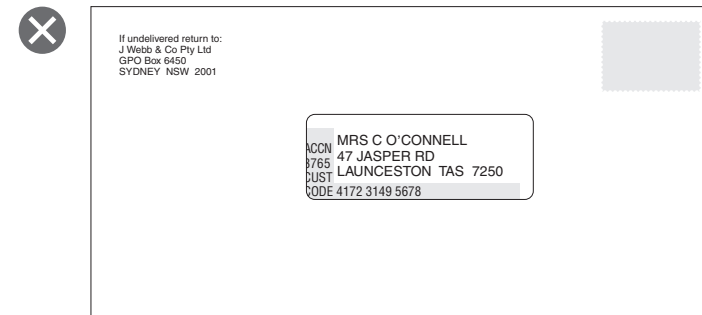
### L9.2.11 – Transparent panel envelopes

Design the contents of transparent panel envelopes so that the address is clearly visible through the panel without having to press the panel against the address or to shake the envelope. No printing, other than the address, may be visible through the panel. Even if the envelope contents shift, the whole address must remain visible in the panel.

#### ■ A correct address panel

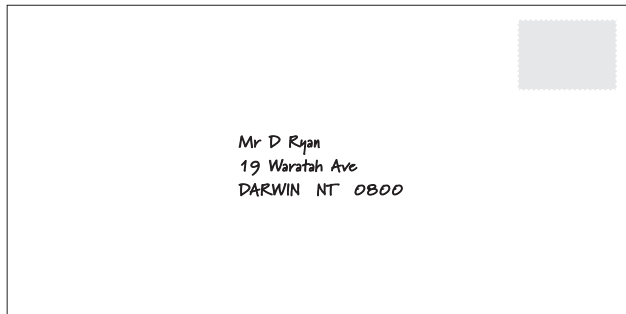
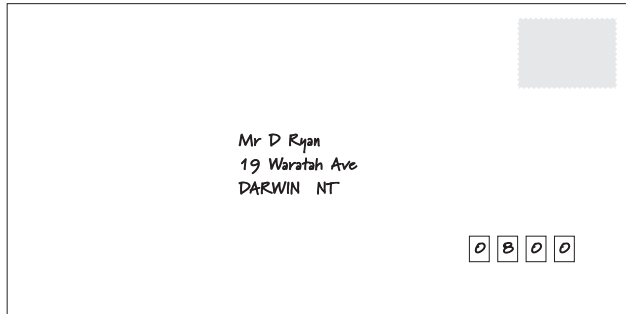
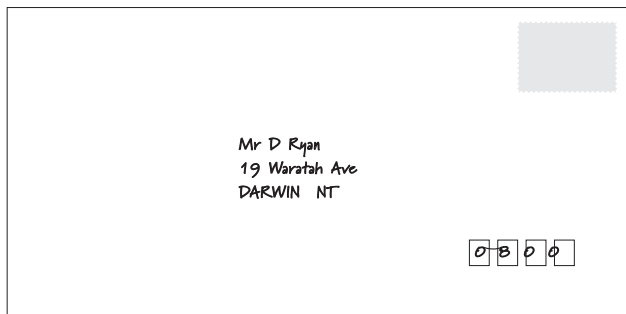


#### ■ Incorrect address panels



**L9.2.12 – Hand-addressed envelopes**

When hand-addressing envelopes with the pre-printed postcode squares, address in the normal manner, but write each digit of the postcode wholly within a postcode square.

**■ Correctly hand-written addresses****■ An incorrectly hand-written address****L9.3 – Incorrect addressing**

It is the sender's responsibility to supply a correct postal address for delivery. Australia Post does not deliver articles:

- that bear puzzle-type addresses
- if the address side is marked into divisions intended for the insertion of several addresses and which are obviously lodged for carriage to successive address points merely to establish carriage over a given route by air or otherwise.

**L9.4 – Sender's return address**

Australia Post returns many thousands of mail items to senders each year and prefers to return them unopened. It can only do this if the article shows the sender's address.

The sender's full postal address may appear in the top-left of the envelope face in the service zone, or on the back of the article.

Australia Post cannot agree to requests by senders that undeliverable articles are returned within a certain time. It is often not possible to achieve this.

## Section 10 – Articles that Australia Post may refuse to carry

### L10.1 – General principles

Australia Post reserves the right to refuse to carry an article under certain conditions. Customers with queries should consult staff at any Post Office.

### L10.2 – Postage stamps and postage meter marks

Australia Post may refuse to carry any article that:

- has postage stamps or postage meter marks affixed elsewhere than at the top right-hand corner of the surface of the article that bears the address
- has postage stamps insufficiently separated from the address to prevent the address being obscured by postmarks
- is enclosed in an envelope or wrapping bearing postage stamps that have been postmarked prior to lodgement, except for redirected articles
- has affixed to, or printed on its address side, non-postal stamps, charity labels, designs or impressions likely to be mistaken for postage stamps, postage meter marks or postmarks.

### L10.3 – Words or symbols likely to delay or misdirect

Australia Post may refuse to carry any article that is marked with any words or symbols that are likely to delay or misdirect the carriage of the article.

### L10.4 – Envelopes or wrappings

Australia Post may refuse to carry any article that has an envelope, wrapping or method of fastening that:

- is likely to trap other articles or to cause articles to adhere to each other or to postal machinery
- by reason of its colour or transparency is likely to delay sorting
- is marked off into divisions for the purpose of inserting several addresses
- resembles an envelope used for the carriage of electronic mail or has written on it any word or words that could lead the addressee to believe that the article was carried by electronic mail
- has a label affixed or information printed on the address side of the article that implies the article has been lodged for a particular Australia Post service when this is not so.

### L10.5 – Addressing

Australia Post may refuse to carry any article that has an address that is:

- illegible
- not written on the largest surface so as to run parallel to the longest dimension, unless the address appears on a label securely attached to a package.

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