



# Unaddressed Mail

Service guide – July 2023



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[auspost.com.au/unaddressedmail](https://auspost.com.au/unaddressedmail)

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1300 223 571

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Australia Post  
Unaddressed Mail Customer Services team  
Centralised Services  
GPO Box 9911  
IN YOUR CAPITAL CITY

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#### **Disclaimer**

This guide presents the Unaddressed Mail service and explains its conditions of use. It is intended for the guidance of customers in preparing and lodging articles within Australia for carriage by Australia Post.

Although correct at the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn. Up to date information may be obtained from any Post Office.

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- ? Do you wish to communicate with prospective customers?

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  - ? Do you want to target business or private addresses, or both?

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  - ? Do you want to build your database or increase store traffic?

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  - ? Do you want a low cost method to target your market?

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  - Then Unaddressed Mail may be for you!**
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# Bulk mail services compared

	Print Post	PreSort Letters	Promo Post	Charity Mail	Clean Mail
					
<b>What can this service do for me?</b>	Deliver approved regular publications, eg catalogues, magazines or newsletters	Deliver machine-addressed barcoded and sorted articles	Deliver large volumes of promotional PreSort Letters at a lower price	Allows approved charities to deliver PreSort Letters at a lower price	Deliver machine-addressed articles at a lower price without barcoding or sorting
<b>What size articles can I send?</b>	Small Large	Small Small Plus Large	Small Small Plus Large	Small Large	Small Small Plus
<b>What weight articles can I send?</b> Pricing steps (g)	125 125, 175, 250, 300, 350, 400, 450, 500, 600, 700, 800, 900, 1kg	125 125 125 250 500	125 125 125 250	125 125 250	125 125
<b>How fast is the delivery?</b>	<b>Priority:</b> Same state metro - next day <b>Regular:</b> Same state metro 2-3 days	<b>Priority:</b> Same state metro - next day <b>Regular:</b> Same state metro 2-3 days	<b>Regular:</b> Same state metro 2-3 days	<b>Priority:</b> (Small articles only): Same state metro - next day <b>Regular:</b> Same state metro 2-3 days	<b>Priority:</b> Same state metro - next day <b>Regular:</b> Same state metro 2-3 days
<b>What is the minimum lodgement volume of articles?</b> Articles must be same size, weight and speed	100	300 barcoded	4,000 barcoded	300 barcoded	300
<b>Do I need to print barcodes?</b>	Yes	Yes	Yes	Yes	No
<b>Do I need to sort the articles?</b>	Yes	Yes	Yes	Yes	No
<b>Do I need to apply to use this service?</b>	Yes	Yes	Yes PreSort Letters application process	Yes	No
<b>How does the cost per article compare?</b> eg Small article, 125g					



For detailed information on pricing, preparing, sorting and lodging your mail please refer to the service's webpage at [auspost.com.au/bulkmail](https://auspost.com.au/bulkmail).



# What's in the guide?

This guide provides ease of reference within four sections: Unaddressed Mail basics, making a booking, preparation and lodgement for delivery.

In addition, there is a specialised section for large volume lodgements.

## **Section 1 – Unaddressed Mail basics**

This is essential reading as it covers the service at a glance, including features and benefits. It provides a brief overview of the service and you can then progress to the more detailed sections of making a booking, preparation and lodgement.

## **Section 2 – Making a booking**

This section provides the detail required for campaign planning, registration, booking requirements and distribution. It equips you with all you need to know in order to correctly book your Unaddressed Mail campaign.

## **Section 3 – Preparation**

This section provides the detail required to correctly prepare articles ready for lodgement. It covers areas such as size and weight, article shape and type.

## **Section 4 – Lodgement**

This section provides the detail required to lodge articles. It covers sorting articles, how to prepare letter trays and affix tray labels, through to lodgement documentation and where to lodge articles.

## **Section 5 – Large volume lodgements**

This section provides detailed information about large volume lodgements. It covers ULD sorting, brick-stacking and ULD labels.

The Unaddressed Mail Terms and Conditions are available on Australia Post's website at [auspost.com.au/terms](https://auspost.com.au/terms).



# 1. Unaddressed Mail basics

## 1.1 What is Unaddressed Mail?

Unaddressed Mail is an Australia Post service for the delivery of mail which does not include a delivery address. Unaddressed Mail can be enveloped, wrapped or unwrapped.

Businesses can design and produce Unaddressed Mail articles for delivery to geographic areas, targeting business addresses, private addresses or both. They can contact prospective customers without needing to have a name and address on the article.

## 1.2 Why use it?

With Unaddressed Mail, you can:

- target a specific geographical area at a low cost
- communicate to prospective customers without having to acquire their name and address
- access secure apartment buildings and Post Office Boxes
- maximise the space available for creative artwork
- start building a customer database
- acquire new customers or build store traffic.

The Unaddressed Mail service can deliver to all private and/or business delivery points in Australia that do not bear the message “No Unaddressed Advertising Material” or similar words, with the exception of Community notices lodged under the authority of:

- Local, state or federal governments or their agencies<sup>1</sup>
- political organisations<sup>1</sup>
- religious institutions
- educational institutions
- charitable bodies, including benevolent and welfare societies.

## 1.3 What qualifies?

To qualify, the article must not contain the name and address of the recipient.

The minimum quantity requirement is to one suburb, postcode, delivery address type (eg Post Office Boxes) or postal round. Specific criteria apply – see section 2.5. For suburb and postcode bookings, Australia Post deliver to the best fit postal rounds.

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<sup>1</sup> Political organisations are encouraged to contact the Unaddressed Mail Customer Services team, or their Australia Post account manager to arrange lodgements.

## 1.4 How to use the service

Information in this section is designed to provide an overview of booking. More detail can be found in the Making a booking section.

### 1.4.1 Booking your delivery

You need to book your delivery in advance. You can book directly online or through our Customer Services team.

- To access our booking system online, you'll need to register first by emailing an *Unaddressed Mail Booking Tool Registration Form* available on Australia Post's website to **ums@auspost.com.au**.
- To book with our Customer Services team, complete an *Unaddressed Mail booking request* form, available online at Australia Post's website and send it to **ums@auspost.com.au**.

The image shows a screenshot of the 'Unaddressed Mail - booking request' form from Australia Post. The form is divided into several sections:

- 1. Booking request type\* (select one):** Radio buttons for 'Standard booking request' and 'Premium booking request'.
- 2. Customer details:** Fields for 'Organisation name', 'Postal address', 'City', 'State', and 'Postcode'.
- 3. Article details (continued)\*:** Fields for 'Article description', 'Quantity', 'Weight', and 'Dimensions'.
- 4. Service / shortage instructions\*:** Radio buttons for 'Standard service' and 'Shortage service'.
- 5. Special remarks:** A text area for additional information.
- 6. Mailing agent / printer details (if applicable):** Fields for 'Mailing agent name', 'Address', 'City', 'State', and 'Postcode'.
- 7. Booking details\*:** A section with multiple checkboxes for 'Delivery options' and 'Insurance'.
- 8. Article details\*:** Radio buttons for 'Standard', 'Premium', 'Express', and 'Special'.

### Standard bookings

Bookings can be made up to 90 days in advance.

Submit your booking request no later than **11.59pm on the tenth business day prior** to the Monday of the nominated delivery week. No alterations will be accepted in less than ten business days of the delivery week. See section 2.6.1.

### Premium bookings

Premium bookings can be used when you need to get your communication into your market quicker. Premium service is only available for same state delivery.

Submit your booking request no later than 5pm on the Wednesday prior to the nominated delivery week. Once the booking is confirmed the booking cannot be amended.

Premium bookings may be accepted where the nominated lodgement or delivery week includes a public holiday – additional fees and charges apply, please refer to the website.

### 1.4.2 Delivery capacity

Our network can accommodate most Unaddressed Mail deliveries, however, occasionally some localities or postcodes may reach capacity. See section 2.6.4.

### 1.4.3 Delivery point databases

Australia Post maintains two national databases on the number of delivery points. They are classified into the following two categories:

- **Advertising delivery point database** – All delivery points that do not bear the message “No Unaddressed Advertising Material” or similar words.
- **Total delivery point database** – All delivery points. Available only for community notices.

→ See section 2

## 1.5 Preparation basics

Information in this section is designed to provide an overview of article preparation. More detail can be found in the Preparation section.

### 1.5.1 Article size, weight and type requirements

Unaddressed Mail is available for *Small* and *Large* size categories. All articles in a booking lodgement must be the same artwork/design and be within the same size and weight category.

Articles can weigh up to 100 grams.

Attributes	Small	Large
Maximum weight	50g or 100g	50g or 100g
Minimum size	88 × 138mm	—
Maximum size	130 × 240mm	260 × 360mm
Maximum thickness	5mm	20mm
Shape	Rectangular	Rectangular
Common examples	DL (110 × 220mm) C6 (114 × 162mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm) B5 (176 × 250mm) B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)

Articles must be flat and flexible.

Articles can be envelopes or postcards, brochures, wrapped articles, folded or unwrapped articles, or even product samples. The envelope or article can include advertising or a marketing message.

Magnets cannot be sent without either being attached to a piece of card, contained within an envelope, or wrapped in plastic.

Irregular shapes (eg square, circle or die-cut) can be accepted with prior approval. All variations to size, weight or type requirements should be submitted for approval. See section 3.4 Testing.

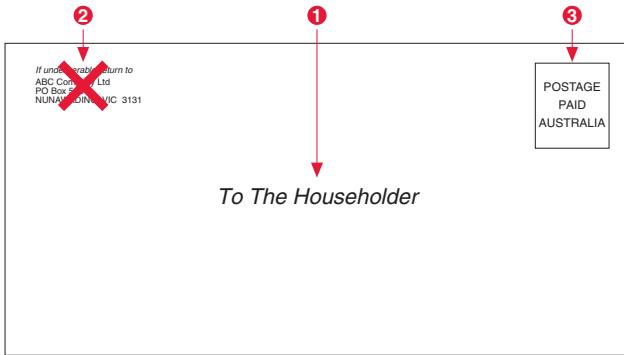
Articles outside of specification may be accepted subject to approval by Australia Post prior to booking and lodgement.

→ See section 3.2

## 1.5.2 Correct addressing requirements

When designing your article, please observe the following:

- 1 Optionally, include a salutation like “To The Householder” or similar words on the article.
- 2 Do not include a return address for unclaimed articles because Unaddressed Mail does not include a return-to-sender service.
- 3 There is no requirement to print a “Postage Paid” imprint on the article, though you may do so if you wish.



Where a Reply Paid service is used in conjunction with Unaddressed Mail, the Reply Paid address must not appear on the outside of the Unaddressed Mail article.

→ See section 3.3

## 1.6 Lodgement basics

Information in this section is designed to provide an overview of lodgement. More detail can be found in the Lodgement section.

### 1.6.1 Sort requirements

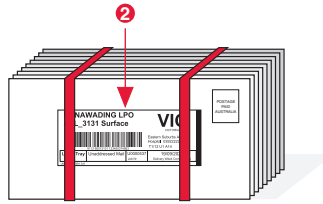
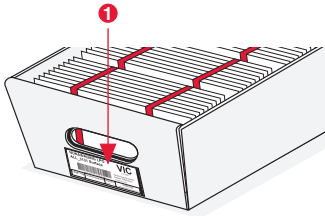
You need to sort Unaddressed Mail articles to delivery offices, according to the documentation provided by Australia Post in your booking confirmation, which includes your:

- Booking Confirmation Advice
- Mail Preparation Advice
- label files for bundles and trays
- lodgement document.

Articles are to be bundled according to the Mail Preparation Advice provided – usually in lots of 50 or 100 using two bands. Australia Post prefers rubber bands.

Simply face the articles in the same direction and place into correctly labelled Australia Post letter trays. Trays and blank label stock can be supplied by your lodgement office.

- 1 Affix a label on the front of each tray.
- 2 Insert a second label under the bands of the front bundle in each tray.



## 1.6.2 Lodgement

When lodging, you need to provide:

- 1 the lodgement document
- 2 a copy of the *Mail Preparation Advice*
- 3 a sample of your Unaddressed Mail article.

**UN-1 ISSUED MAIL - LODGEMENT DOCUMENT**

**Primary Notice**  
 This document is a primary notice to lodge unaddressed mail. It is used to provide details of the mail to be lodged and to ensure that the mail is accepted for postage. It is a requirement of the Australian Postal Corporation Act 1989 and the Australian Postal Corporation Regulations 1989.

**Bill To Customer's Details**  
 Name: [ ]  
 Address: [ ]  
 City: [ ]  
 State: [ ]  
 Postcode: [ ]  
 Phone: [ ]  
 Email: [ ]

**Posting Agency Details**  
 Name: [ ]  
 Address: [ ]  
 City: [ ]  
 State: [ ]  
 Postcode: [ ]  
 Phone: [ ]  
 Email: [ ]

**Posting Details**  
 Lodgement Date: [ ]  
 Lodgement Office: [ ]  
 Lodgement Time: [ ]  
 Lodgement Address: [ ]  
 Lodgement Contact: [ ]  
 Lodgement Phone: [ ]  
 Lodgement Email: [ ]

**Unaddressed Mail Preparation Advice**  
 Eastern Suburbs Animal Hospital, Booking Number: U1119013  
 Issued: 02 May 2023

**A COPY OF THIS DOCUMENT MUST BE PRESENTED WITH YOUR MAIL FOR ALL ENQUIRIES PHONE THE BOOKING OFFICE**

**LOGGEMENT DATE:** Monday 01 May 2023  
**LOGGEMENT OFFICE:** PORT MELBOURNE BUSINESS CENTRE  
**BOOKING NUMBER:** U1119013  
**DELIVERY PERIOD:** 07 Aug 2023 - 11 Aug 2023  
**PUBLICATION:** Melbourne brochure  
**ARTICLE WEIGHT:** 2.5 gm  
**ARTICLE TYPE:** Retail to 5kg  
**BUNDLE SIZE:** 100 articles (250 gms)  
**PACKING WEIGHT:** Small Tray 60 x 420

**ARTICLE DIMENSIONS - PER BUNDLE (mm):**  
 200.0 long 110.0 wide 10.0 thick

**TOTAL QUANTITIES:** 44,400 articles 447 bundles 15.0tms 1.0LDs

Code	Delivery Office	Qty	Per Bundle	Per Tray	Total	LDs	Volume	Weight
0001	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0002	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0003	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0004	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0005	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0006	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0007	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0008	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0009	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0
0010	MELBOURNE BUSINESS CENTRE	44,400	100	444	44,400	447	15.0	111.0

Page 1 of 1



Lodgement requirements are noted on your *Booking Confirmation Advice*. See example following.

<b>LOGGEMENT DATE:</b>	22 May 2023 before 12 noon	(Lodgement will not be accepted after this date, please contact the booking office.)
<b>LOGGEMENT OFFICE:</b>	DANDENONG DC 120 NATHAN ROAD DANDENONG SOUTH VIC 3175	
<b>BILL TO CUSTOMER:</b>	Eastern Suburbs Animal Hospital	

Failure to lodge on time will result in the lodgement being rejected and a no show fee will be charged.

## Standard bookings

Lodge articles before midday:

- for other state delivery – **seven business days** prior to the Monday of the nominated delivery week.
- for same state delivery – **five business days** prior to the Monday of the nominated delivery week.

Delivery is between Monday to Friday, excluding public holidays.

## Premium bookings

Lodge articles before midday on the business day before the nominated delivery week, usually a Friday.

Delivery is between Monday and Friday, excluding public holidays. Premium bookings may be accepted where the nominated lodgement or delivery week includes a public holiday – additional fees and charges apply, please refer to the website.

→ See section 4

## 1.7 Delivery timetables

Unaddressed Mail is delivered between Monday and Friday of the nominated delivery week.

Within this period, the actual day(s) of delivery are at the discretion of Australia Post.

## 1.8 What will it cost?

Current pricing is listed on the website at [auspost.com.au/unaddressedmail](https://auspost.com.au/unaddressedmail). The prices for Unaddressed Mail articles vary by size and weight category, and the chosen service option.

You can request a quote for a particular booking from the Unaddressed Mail Customer Services team (contact details at the front of this guide).

### 1.8.1 Conditions for same state prices

Articles attract same state prices when lodged within the same state as the delivery (for example the articles are lodged in Queensland and delivered in Queensland).

For charging purposes, the Australian Capital Territory is considered to be part of New South Wales and South Australia does not include the Northern Territory.

### 1.8.2 Regular service

Regular service applies if you decide to target, as a minimum, all available private and/or all available business street and roadside delivery points in an individual locality or postcode. Where street or roadside delivery points are unavailable in a particular locality or postcode, regular pricing will apply.

You can choose to include Post Office Box and counter mail delivery address types and still qualify for the regular service.

### **1.8.3 Select service**

Select service applies if you decide to:

- exclude available street and/or roadside delivery points from your chosen localities or postcodes, or
- request partial delivery to any of the following address types without necessarily targeting all of these delivery points by choosing “Customise” or “Deliver no more than” – see section 2.5:
  - street mail
  - roadside mail
  - Post Office Boxes
  - counter mail.

### **1.8.4 Contract pricing**

Contracts may be available if you post more than 100,000 articles per annum. Contracts allow approved variations to the requirements listed in this guide. Please contact your account manager or the Unaddressed Mail Customer Services team for more details.

### **1.8.5 Payment**

The mailing must be paid for at the time of lodgement.

Australia Post provides a variety of payment options. For details, please discuss with your lodgement facility or account manager, or the contacts detailed at the front of this guide.

If using an Australia Post Business Credit Account you will need to lodge your articles at the office at which you hold the account. Otherwise you will need to arrange with your account manager or Australia Post credit management for your account to be made available at the selected lodgement office.

## 1.9 Summary checklist

### The key points covered in this section include:

- ✓ A one-off registration must be completed to use the Unaddressed Mail online booking system.
- ✓ An *Unaddressed Mail booking request* form needs to be submitted when booking with our Customer Services team.
- ✓ Unaddressed Mail needs to be booked a minimum of ten business days in advance.
- ✓ Unaddressed Mail is available for *Small* and *Large* size category articles.
- ✓ Articles must be flat and flexible and can be either envelopes, postcards, brochures, and wrapped or unwrapped articles.
- ✓ A salutation such as “To The Householder” may be included but do not include a return address on the article.
- ✓ Articles need to be lodged on the date and time specified on the Booking Confirmation Advice.
- ✓ Articles are lodged bundled, usually into lots of 50 or 100 with two bands, sorted into postcode ranges and placed in letter trays for lodgement.
- ✓ Prices can be found on the website at [auspost.com.au/unaddressedmail](https://auspost.com.au/unaddressedmail).





# 2. Making a booking

## 2.1 Booking overview

This section covers in detail all the information you need to prepare your booking.

The list below illustrates the steps to book Unaddressed Mail. Each requirement is covered in detail throughout this section.

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<b>1</b>	If booking online, <b>register</b> for access to the system, alternatively complete a <b>booking request form</b> for our Customer Services team	2.3 – 2.4
<b>2</b>	Detail your <b>service options, delivery areas</b> and nominated <b>delivery week</b>	2.5
<b>3</b>	<b>Submit</b> the booking request by the date required	2.6
<b>4</b>	<b>Check</b> the booking confirmation documents	2.7

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## 2.2 Delivery point databases

Australia Post maintains two national databases on the number of delivery points. They are classified into the following two categories:

Database	Delivery to:	Used by:
Advertising delivery point database	All delivery points that do not bear the message “No Unaddressed Advertising Material” or similar words	<ul style="list-style-type: none"><li>• Most customers</li></ul>
Total delivery point database	All delivery points <sup>1</sup>	<ul style="list-style-type: none"><li>• Local, state or federal governments or their agencies<sup>2</sup></li><li>• political organisations<sup>2</sup></li><li>• religious institutions</li><li>• educational institutions</li><li>• charitable bodies, including benevolent and welfare societies.</li></ul> <p><i>The article must be a community notice<sup>1</sup></i></p>

Australia Post conducts fortnightly reviews of the number of delivery points. You should be aware that the number of delivery points change over time for a number of reasons, including:

- placement of “No Unaddressed Advertising Material” messages on delivery points
- natural growth and attrition as areas or towns expand or contract
- hiring or cancellation of Post Office Boxes.



### 2.2.1 Shortages and surpluses

Australia Post is not able to guarantee the exact number of delivery points by locality or postcode at any given time. It is therefore necessary to have processes in place to manage any surplus or shortage of articles received for delivery.

The policy is:

- Where the number of articles lodged for points in an area **equals** the number of actual delivery points, one article shall be delivered to each point.
- Where the number of articles lodged is **less than** the number of actual points, Australia Post shall select the points to be serviced and deliver one article to each point selected.
- Where the number of articles lodged **exceeds** the number of actual points, the surplus shall be disposed of in any manner as Australia Post in its absolute discretion decides.

<sup>1</sup> In Victoria due to 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 and delivered to all delivery points other than those bearing a “No Unaddressed Advertising Material” message or similar.

<sup>2</sup> Political organisations are encouraged to contact the Unaddressed Mail Customer Services team, or their Australia Post account manager to arrange lodgements.

Should you require surplus articles returned, tick this option on the Unaddressed Mail booking request form (or select this option from the drop-down list within the online booking system). Conditions apply and a charge will be raised. Please contact our Customer Services team for more information regarding these charges.

### 2.2.2 Australia Post delivery policy

Australia Post services are regulated by the Australia Post Terms and Conditions, which are made pursuant to Section 32 (1) (b) of the Australian Postal Corporation Act 1989. The terms and conditions expressly limit Australia Post's liability for any claimed loss or damage associated with misdelivery, delayed delivery, early delivery or failure to deliver, or any other loss or damage of any kind associated with its services.

Whilst every possible effort is made to ensure the accuracy of information, Australia Post cannot guarantee the complete accuracy of the data provided. Ongoing demographic changes, private and commercial building growth, and associated postal round changes make it difficult to guarantee absolute accuracy at any point in time.

## 2.3 Booking requirements

Bookings can be made directly online (after registration) or through our Customer Services team by completing a booking request form.

### 2.3.1 Role of Unaddressed Mail Customer Services team

The Unaddressed Mail Customer Services team is a crucial link in the management of the service, and fulfils the following roles:

- Direct contact between you and Australia Post
- Provides delivery point data on request and checks Australia Post network capacity. If certain postal rounds are at capacity, a team member will email you with further options and you will have two business days to respond.
- Provides quotations
- Provides your Booking Confirmation Advice, Mail Preparation Advice and pre-populated lodgement documents
- Confirms to regular users of the service that online access has been granted, and supplies user details.

Contact details for the Unaddressed Mail Customer Services team are at the front of this guide.

### 2.3.2 Registration for online bookings

A one-off registration process must be completed before using the Unaddressed Mail online booking system. Complete an *Unaddressed Mail Booking Tool Registration Form* available on Australia Post's website and email it to **ums@auspost.com.au**.

Once you have been registered for our Unaddressed Mail online booking system, you can start booking and managing your campaigns online. You can:

- access your booking confirmation documentation straight away instead of waiting up to three days
- cancel a booking directly (at least one business day prior to lodgement)
- see all your campaigns in one place.



## 2.5 Detailing your requirements on the booking request form

When you are arranging your booking through our Customer Services team by completing a booking request form, please follow these steps.

### Step 1 Choose options for handling of shortages or surpluses

To permit Australia Post to manage any shortfall or surplus according to our policy described in section 2.2.1, select the first option on the Unaddressed Mail booking request form.

If you require surplus articles returned, select the second option. Conditions apply and a charge will be raised. Please discuss this option with the Unaddressed Mail Customer Services team before submitting your booking.

**4. Surplus / shortage instructions\***

Australia Post is not able to guarantee the exact number of delivery points in a postcode or locality at any given time. Please select one of the two options below to indicate how you want us to manage any surplus or shortage of articles: (select one)

As per the general terms and conditions of the Unaddressed Mail service:

- shortfall supplied: deliver at the discretion of Australia Post
- surplus supplied: dispose of at the discretion of Australia Post.

Surplus: pursuant to instructions agreed in writing with Australia Post – additional fees apply (exceptional circumstances only).

### Step 2 Add special remarks

This is a free text field where you can record anything you like about your booking for future reference. You have 50 characters available. Special remarks are generated by you and relevant to you – for example, “Store ID number 1234”, “Springfield – August catalogue”, “Sale starts February 10”, “Sale name: Christmas Promo”.

**5. Special remarks**

This is a free text field for any special remarks about your booking that are relevant to you for your future reference, for example, “Store ID number 1234”, “Springfield – August catalogue”, “Sale name: Christmas Promo”. (maximum 50 characters)

Store ID: 1234

### Step 3 Confirm your lodgement office

This is the Australia Post facility where the prepared articles will be lodged for assessment and billing. If you have established more than one lodgement facility during registration, select the one applicable to this booking.

**6. Booking details\***

Preferred office of lodgement (optional – if no lodgement office is nominated then one will be assigned)

NUNAWADING BC

For Premium Unaddressed Mail bookings, the lodgement point must be in the same state as your required deliveries.

Address type:

#### Step 4 Choose private or business addresses

Australia Post delivers to both private and business delivery address types. You can choose to target either one or both for your campaign.

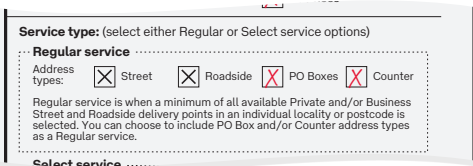


Address types: (select all that apply)  Private  Business

Data on the number of private and business delivery points by locality or postcode is available at Australia Post’s website, or from the Unaddressed Mail Customer Services team. Online customers can access this information through the Unaddressed Mail online booking system.

#### Step 5 Choose service options

**Regular service** is when a minimum of all available Private and/or Business Street and Roadside delivery points in an individual locality or postcode is selected. You can choose to include PO Box and/or Counter address types as a Regular service.

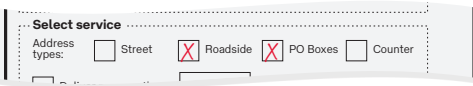


**Regular service**  
Address types:  Street  Roadside  PO Boxes  Counter

Regular service is when a minimum of all available Private and/or Business Street and Roadside delivery points in an individual locality or postcode is selected. You can choose to include PO Box and/or Counter address types as a Regular service.

**Select service** applies where you wish to exclude either certain street or roadside delivery address types from your chosen localities or postcodes.

For example, if you wish Australia Post to deliver only to roadside and Post Office Box address types, and not street addresses, the Select service would apply.



**Select service**  
Address types:  Street  Roadside  PO Boxes  Counter

The Select service also allows you to request partial delivery to any of the following address types without necessarily targeting all of these delivery points:

- street mail
- roadside mail (used in some country areas)
- Post Office Boxes
- counter mail (used in some country areas).

The **“Deliver no more than”** option is available when you would like the ability to cap a booking’s total delivery points by specifying the maximum quantity of articles that you want to supply for delivery. The Unaddressed Mail online booking system will deselect rounds to best suit your targeted “deliver no more than” figure. For example, if you wish Australia Post to deliver no more than a specific quantity, for example 3,000 of 3,900 available points, “Deliver no more than” would apply.



Deliver no more than  articles in total

Customise and/or use a Campaign Targeting Tool

Select service applies when you decide to choose to delivery to postal rounds via a "Customise" booking or using the Campaign Targeter Tool at [campaigntargeter.com.au](http://campaigntargeter.com.au).

The "Customise" option enables you to choose your delivery area right down to the specific postal round. This service is useful for customers who have strict rules regarding franchise promotional areas, or are targeting an area smaller than a locality or postcode. When selecting this option, you are required to provide additional information in Section 7 of the Unaddressed Mail booking request form. The Unaddressed Mail Customer Services team will contact you to confirm your requirements if necessary.

articles in total

Customise and / or use a Campaign Targeter Tool postal round file

Select service applies when you decide to...

### Examples of regular and select service mailings

- An Adelaide suburb has both private street addresses, roadside addresses and private Post Office Boxes available. A pizza parlour chooses delivery to only private street addresses in that suburb. This is classified as a regular service as private street addresses and roadside addresses are selected.
- A Perth based commercial insurance company decides to deliver to business Post Office Boxes in ten suburbs. All of these suburbs also have business street addresses available. This is classified as a select service as business street addresses have been excluded.
- A Melbourne stationery shop targets a total of 1,200 business Post Office Boxes in six suburbs. Five of these suburbs also have street addresses available. Five of the suburbs are classified as select services because street addresses have been excluded. The one suburb that only has Post Office Boxes available is classified as a regular service.
- A Brisbane franchise operator wishes to target specific postal rounds to ensure all addresses in his catchment are delivered to, without infringing on neighbouring franchise areas. This is classified as a select service.

### Step 6 Choose postal rounds

Australia Post arranges delivery of Unaddressed Mail based on postal rounds (the area delivered by one postal delivery officer). Postal rounds can have as many as 1,000 delivery points in high density metropolitan localities, or as few as 50 points in rural localities. Because they are organised for delivery efficiency, sometimes postal rounds cross locality or postcode boundaries.

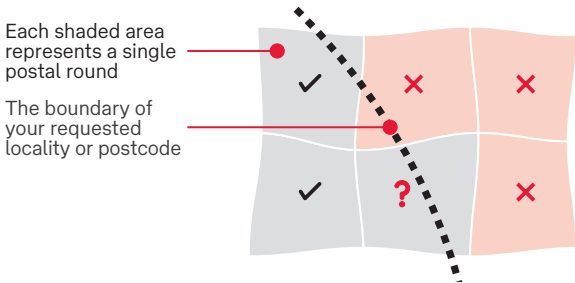
When you request delivery to a locality or postcode, Australia Post identifies the postal rounds that best fit into your booking request. Postal rounds in your request may overlap with a neighbouring locality or postcode and whether a particular postal round will be automatically included in your booking will depend on the percentage of delivery points located inside your requested locality or postcode. If a particular postal round does not automatically fall within your requested locality or postcode, you can still choose to include this postal round based on your booking option.

Please note that where an automatically selected postal round overlaps into a neighbouring locality or postcode, a percentage of your articles will be delivered to the neighbouring locality or postcode.

Australia Post calculates the percentage of the delivery points in each postal round that are located in your requested locality or postcode, as follows:

Percentage of delivery points	Booking options	Map diagram
80 per cent or more	Australia Post automatically <b>includes</b> these rounds in your booking	✓
Between 20 to 80 per cent	<p>Australia Post automatically <b>excludes</b> these rounds from your booking, however, you can nominate on the Unaddressed Mail booking request form to include all these rounds in your booking.</p> <div data-bbox="330 375 815 577" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>If you are choosing to deliver to a locality or postcode, Australia Post calculates the percentage of the delivery points in each postal round that are located in your requested locality or postcode to determine the rounds to apply to your booking:</p> <ul style="list-style-type: none"> <li>• Rounds that include 80 per cent or more delivery points in your requested delivery areas are automatically included in your booking.</li> <li>• Rounds that have 20 per cent or less delivery points are excluded from your booking. To include you will need to include the adjacent locality or postcode in your booking.</li> </ul> <p>You can choose to include those with 20 to 80 per cent coverage of your requested delivery areas, by selecting the following option:</p> <p><input checked="" type="checkbox"/> Deliver to postal rounds that overlap my requested locality / postcode. (Between 20 to 80 per cent of points within the requested area)</p> </div> <p>Customers who book using the Unaddressed Mail online booking system can nominate whether or not to include these additional postal rounds, for each locality or postcode where this situation arises.</p>	?
Less than 20 per cent	<p>Australia Post automatically <b>excludes</b> these rounds from your booking.</p> <p>To add these to your booking you will need to include the adjacent locality or postcode.</p>	✗

### Map diagram



The only exception to the above is where the articles to be delivered are political and are for a specific electorate (Federal or State). In this instance we will manage delivery to addresses in the specific electorate, aiming to ensure that where a round crosses a political boundary that delivery of articles does not occur in the wrong electorate.

We endeavour to deliver to all points as per the booking. Unaddressed Mail is a non-trackable service that provides no guarantee that it will be able to deliver to each actual point, nor the number of deliveries to and/or location of the actual points at any given time.

Ongoing demographic changes, private and commercial building changes, and associated postal round changes make it difficult to guarantee absolute accuracy at any point in time.



Sometimes delivery to particular addresses may be missed due to changes in the postie rounds or electoral boundaries that have occurred in the time between making the booking and the time of lodgement for delivery.

### Step 7 Choose the states

Premium service is only available for same state delivery (within the state of lodgement).

**7. Required localities\***

**Delivery states:** (select all that apply)

NSW/ACT  VIC  QLD  SA  WA  TAS  NT

If this booking is for multiple states, please include separate Excel spreadsheets. You will receive one booking per state.

If this is a Premium Unaddressed Mail booking this must be for delivery in the same state as lodgement.

### Step 8 Choose localities or postcodes

Delivery areas are selected by locality or postcode. The following is an example of a selection by locality. The minimum selection is one locality or postcode.

Please list your requested localities and postcodes – in the table below. eg **Croydon – 5008** if booking by locality, **5008** if booking by postcode. Delivery point files are available at [auspost.com.au/unaddressedmail](http://auspost.com.au/unaddressedmail), along with instructions for their use.

**If your list exceeds this table, please attach a list in Excel format to this booking.**

I have provided Excel spreadsheet(s)  I have a Campaign Targeter Tool upload file

Locality	Postcode
Donvale	3111
Blackburn	3130
Nunawading	3131
Mitchem	3132
Vermont	3133
Burnie	7320
Somerset	7322
Wynyard	7325

**Note:** Unaddressed Mail is not delivered to the following external territories: Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151.

You can either attach an Excel spreadsheet or your Campaign Targeter Tool upload file.

## 2.6 Scheduling your booking

In order to meet your nominated delivery week, you will need to plan the timing of your booking and lodgement.

**Delivery week (Mon-Fri) (DD/MM/YYYY)**  
 Between Monday  to Friday

**Select when Australia Post should commence delivery:**  
 (select one)  
 In the scheduled delivery week, as above     Earlier if possible

**Delivery capacity**  
 Occasionally, delivery capacity may not be available for your nominated delivery week for some localities or postcodes. We will email you with options to complete your booking. Please respond to our email within two business days.

The following timetable examples will help you plan booking and lodgement times. The time frames are standard: heavy articles or large lodgements may have longer lodgement and delivery times.

Failure to lodge on time will result in the lodgement being rejected and a no show fee will be charged.

### 2.6.1 Standard bookings

Bookings can be made up to 90 days in advance.

- 1 Submit your booking no later than **11.59pm on the tenth business day prior** to the Monday of the nominated delivery week (no alterations will be accepted within ten days of the delivery week).
- 2 Lodge articles for other state delivery by midday seven business days before the nominated delivery week.
- 3 Lodge articles for same state delivery by midday five business days before the nominated delivery week.
- 4 Delivery is between Monday to Friday, excluding public holidays.

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

1 Make booking before 11.59pm  
2 Lodge articles by midday for other state delivery  
3 Lodge articles by midday for same state delivery  
4 Nominated delivery week

## 2.6.2 Premium bookings

When you need to get your communication into market quicker. Premium service is only available for same state delivery (within the state of lodgement).

- 1 Submit your booking request no later than **5pm on the Wednesday prior** to the nominated delivery week. Once the booking is confirmed the booking cannot be amended.
- 2 Lodge articles by midday on the business day before the nominated delivery week, usually a Friday.
- 3 Delivery is between Monday to Friday, excluding public holidays. Premium bookings may be accepted where the nominated lodgement or delivery week includes a public holiday – additional fees and charges apply, please refer to the website.

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

1 Make booking by 5pm

2 Lodge articles by 12 midday for same state delivery

3 Nominated delivery week

## 2.6.3 Peak and federal election period deliveries

Restrictions may apply during federal election periods. During the peak period of November and December restrictions and/or additional charges may apply. Please contact your account manager, or the Unaddressed Mail Customer Services team to discuss.

## 2.6.4 Delivery capacity

Our network can accommodate most Unaddressed Mail deliveries, however, occasionally some localities or postcodes may reach capacity.

Where you are booking directly with our Customer Services team (by submitting a booking form) and capacity is unavailable, they will email you with further options and you will have two business days to respond.

If you are using the Unaddressed Mail online booking system you will see whether delivery capacity is available when making your bookings.

If this occurs, you will need to either:

- accept the booking for the available areas and make a second booking for the remaining areas in the next available delivery window (usually the following week), or
- rebook for a delivery time when capacity is available for all localities requested.

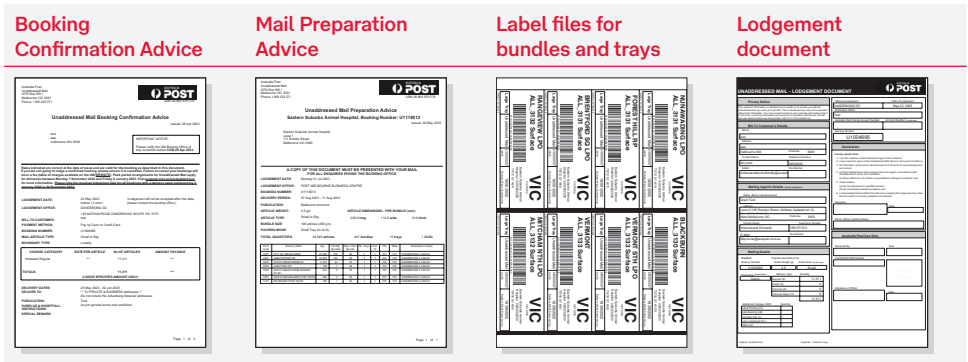
## 2.7 Confirming your booking

### 2.7.1 Booking confirmation

If you make a booking using the Unaddressed Mail booking request form then the Customer Services team will email you a booking confirmation within three business days. **If you do not receive confirmation in this period you should contact the Unaddressed Mail Customer Services team.**

Should delivery capacity not be available for your booking, the Customer Services team will contact you with options and you will have two business days to respond.

The booking confirmation includes:



The Booking Confirmation Advice will confirm the number of delivery points per locality or postcode, price, lodgement date, lodgement time, lodgement office and delivery details.

Please check it to ensure that it accurately reflects your requirements. If any corrections are required you should notify the Customer Services team by email by close of business on the next business day. A revised booking confirmation will then be issued.

Online customers can obtain their Booking Confirmation Advice, Mail Preparation Advice, files of the necessary labels ready for printing and the lodgement document directly from the Unaddressed Mail online booking system.

A copy of the Mail Preparation Advice should be presented with the completed lodgement document when you are lodging your Unaddressed Mail.

See section 4.5.1 Lodgement documents.

### 2.7.2 Amendment of bookings

If you have booked more than ten business days in advance of the Monday of the nominated week of delivery and need to amend the booking, please contact the Customer Services team by email to [ums@auspost.com.au](mailto:ums@auspost.com.au). A revised booking confirmation will be issued.

**Once a Premium booking is confirmed, the booking cannot be amended.**

### 2.7.3 Cancellation of bookings

If you find it necessary to cancel your confirmed booking, it is important to contact the Unaddressed Mail Customer Services team as soon as possible.

Online customers can cancel their confirmed booking using the Unaddressed Mail online booking system any time up to the business day before the lodgement date

All confirmed booking cancellations are subject to the following conditions.

If cancellation occurs:	Then:	Example:
Before the end of the business day before the lodgement date	The cancellation request may be accepted by Australia Post without a no show fee	Customer cancels an other state booking with a lodgement date of Thursday on the proceeding Tuesday.  As the customer cancelled the booking on or before the business day prior to the lodgement day, no fee will be charged.
After the business day before the lodgement date	Australia Post will charge a no show fee to cover administrative and network planning costs incurred. More information on the fee can be found at <a href="https://auspost.com.au/UM Pricing">auspost.com.au/UM Pricing</a> .	Customer has a same state booking with a lodgement date of Monday. The customer does not lodge the booking, and calls to cancel the booking on the Monday.  The customer would be charged the no show fee.
After you have lodged the articles – <b>if the articles are still at the lodgement office</b>	The articles may be collected by the customer at a time agreed with Australia Post. Australia Post will retain a service charge to cover our reasonable administrative and network planning costs incurred.	
After you have lodged the articles – <b>if the articles have entered the delivery network</b>	Australia Post shall take reasonable endeavours to halt distribution. In this instance a no refund policy applies, due to costs already incurred for transport through the network.	

## 2.8 Summary checklist

### Unaddressed Mail booking involves:

- ✔ Articles can usually be delivered to all delivery points except those that bear “No Unaddressed Advertising Material” or similar words. Different arrangements exist for community notices.
- ✔ A one-off registration must be completed to use the Unaddressed Mail online booking system.
- ✔ An *Unaddressed Mail booking request* form needs to be submitted when booking with our Customer Services team.
- ✔ Detailing your chosen service options, delivery areas and nominated delivery week.
- ✔ Submitting the booking request by the date required.
- ✔ Checking the booking confirmation.
- ✔ Contacting the Unaddressed Mail Customer Services team before the end of the business day before the scheduled lodgement date if you need to cancel a confirmed booking, to avoid a no show fee.

# 3. Preparation

## 3.1 Preparation overview

This section covers in detail all the information you need to prepare your articles.

The list below illustrates the steps to prepare Unaddressed Mail. Each requirement is covered in detail throughout this section.

<b>1</b>	Check <b>size, weight and shape</b> of article matches requirements	3.2.1
<b>2</b>	Check article matches the <b>type</b> allowed	3.2.2
<b>3</b>	Follow all <b>correct addressing</b> requirements	3.3
	<b>You can now prepare to lodge</b>	<b>4</b>

## 3.2 Article characteristics

### 3.2.1 Article size, weight and shape

The size categories eligible for the Unaddressed Mail service are *Small* and *Large*. All articles in a booking lodgement must be the same artwork/design and be within the same size and weight category.

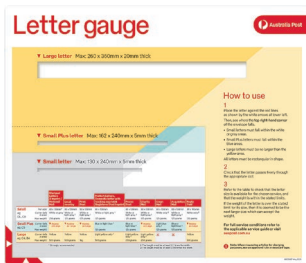
Attributes	Small	Large
Maximum weight	50g or 100g	50g or 100g
Minimum size	88 × 138mm	—
Maximum size	130 × 240mm	260 × 360mm
Maximum thickness	5mm	20mm
Shape	Rectangular	Rectangular
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm) B5 (176 × 250mm) B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)

Articles must be flat and flexible.

Irregular shapes (eg square, circle or die-cut) can be accepted with prior approval. All variations to size, weight or type requirements should be submitted for approval. See section 3.4 Testing.

Articles outside of specification may be accepted subject to approval by Australia Post prior to booking and lodgement.

You can obtain a convenient *Letter gauge* (8833667) from your lodgement facility to assist in measuring articles.



### 3.2.2 Article type

If product samples are to be included, you must provide a sample to the Unaddressed Mail Customer Services team before the distribution is approved.

Articles that are too rigid or stiff are ineligible for this service.

#### Enveloped, wrapped, unwrapped

Unaddressed Mail articles can be envelopes, postcards or brochures, wrapped, unwrapped or folded, or even product samples.

If an unwrapped article measures more than 360 × 260mm when flat and unopened, then it must be folded flat prior to lodgement to a maximum width of 125mm (any number of folds is acceptable) and a maximum thickness of 20mm.

#### Single sheet articles

It is preferred that unenveloped and unwrapped articles that are on a single sheet of paper are folded at least once.

Please discuss with your lodgement office or the Unaddressed Mail Customer Services team for single sheet large article presentation requirements.

Magnets cannot be sent without either being attached to a piece of card, or contained within an envelope, or wrapped in plastic.



### 3.2.3 Paper stock

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: <https://infostore.saiglobal.com>).

For details refer to your paper supplier or envelope manufacturer or visit [auspost.com.au/bulkmail](https://auspost.com.au/bulkmail). See section 3.4 Testing.

Australia Post recommends the following for Unaddressed Mail articles:

Size category	Envelope paper stock	Card stock
Small articles	65–110gsm	140–500gsm
Large articles	65–110gsm	240–500gsm

Please note that articles with a density of less than 0.5 g/cc are unsuitable for this service.

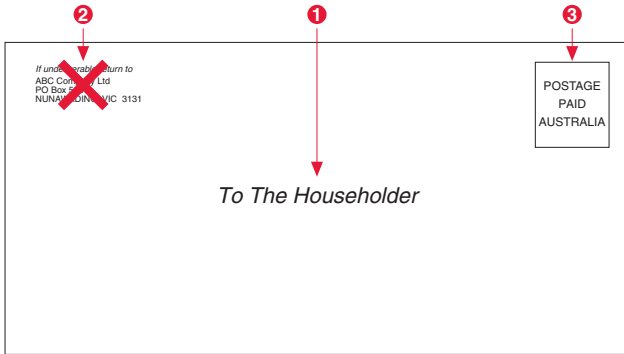


### 3.3 Correct addressing conditions

Unaddressed Mail articles must not contain the name and address of the recipient.

When designing your article, please observe the following:

- 1 You may include a salutation like “To The Householder” or similar words on the article.
- 2 Do not include a return address for unclaimed articles as Unaddressed Mail does not include a return-to-sender service.
- 3 There is no requirement to print a “Postage Paid” imprint on the article, though you may do so if you wish.



Where a Reply Paid service is used in conjunction with Unaddressed Mail, the Reply Paid address must not appear on the outside of the Unaddressed Mail article.

### 3.4 Testing

Where product samples, or material which is not flat or flexible are being considered as part of the article, **examples must be discussed with Australia Post** and samples may be required before approval.

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

- size, weight, type and flexibility requirements
- paper stock quality
- correct addressing requirements.

Australia Post reserves the right to reject articles that contain anything which is defamatory or offensive.

Requests for testing should be directed to either your Australia Post account manager or the contacts detailed at the front of this guide.

### 3.5 Summary checklist

#### Unaddressed Mail preparation involves:

- ✓ Checking the size and weight of the article to ensure it is acceptable.
- ✓ Ensuring the type of article chosen is acceptable.
- ✓ Ensuring all correct addressing guidelines are followed.

# 4. Lodgement

## 4.1 Lodgement overview

As Unaddressed Mail articles do not have a name and address it is crucial that the articles are lodged in a way in which Australia Post can manage them effectively.

**This section covers in detail all the information you need to ensure you lodge your articles correctly.**

The list below illustrates the steps to lodge Unaddressed Mail. Each requirement is covered in detail throughout the section.

---

<b>1</b>	<b>Bundle</b> the articles (usually lots of 50 or 100)	4.3.1
<b>2</b>	Sort the bundles into <b>letter trays</b>	4.3.2
<b>3</b>	Print and affix <b>tray labels</b> for each letter tray	4.4
<b>4</b>	Complete the <b>lodgement documentation</b>	4.5.1
<b>5</b>	Confirm your correct <b>lodgement office</b>	4.5.2
<b>6</b>	Ensure lodgement on the <b>nominated date</b>	4.5.3

---

**You're now ready to lodge**

---

## 4.2 Sorting articles

Unaddressed Mail needs to be sorted to the delivery office level.

Delivery office sorting instructions are provided to you by Australia Post. The detail is on the Mail Preparation Advice, which accompanies your Booking Confirmation Advice.

### Example sorting breakdown

In the sample Mail Preparation Advice shown below the articles would need to be sorted for each of the nominated delivery offices. For example:

- 1 bundle 27,968 brochures and put in letter trays and label to the CITY DC MELBOURNE
- 2 bundle 10,995 brochures and put in letter trays and label to the ABBOTSFORD DC
- 3 bundle 4,372 brochures and put in letter trays and label to the SOUTH MELBOURNE DC
- 4 ... and so on, for each of the listed delivery offices.

Australia Post  
 Queensland Unit  
 GPO Box 9911  
 Melbourne VIC 3001  
 Phone: 1300 223 571

ABN 28 694 970 575

Unaddressed Mail Preparation Advice

Eastern Suburbs Animal Hospital, Booking Number: U1118013

Issued: 02 May 2023

Eastern Suburbs Animal Hospital  
 Level 1  
 111 Bourke Street  
 Melbourne VIC 3000

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A COPY OF THIS DOCUMENT MUST BE PRESENTED WITH YOUR MAIL  
 FOR ALL ENQUIRIES PHONE THE BOOKING OFFICE

LODGEMENT DATE: Monday 21 Jul 2023  
 LODGEMENT OFFICE: FORT MELBOURNE BUSINESS CENTRE  
 BOOKING NUMBER: U1118013  
 DELIVERY PERIOD: 07 Aug 2023 - 11 Aug 2023  
 PUBLICATION: Melbourne brochure  
 ARTICLE WEIGHT: 2.5 gm  
 ARTICLE TYPE: Small to 50g  
 BUNDLE SIZE: 100 articles (250 gm)  
 PACKAGING MODE: Small Tray (in ULD)  
 TOTAL QUANTITIES: 44,873 articles

Post Code	Delivery Office	Qty	Full Qty Bundles	Qty in Part Bundle	N
3051	CITY DC MELBOURNE	27,968	279	68	
3207	ABBOTSFORD DC	10,995	109	95	
3207	SOUTH MELBOURNE DC	4,372	43	72	
3053	CARLTON LPO	138	1	38	
3205	SOUTH MELBOURNE MARKET ST BC	534	5	34	
3051	NORTH MELBOURNE POST SHOP	296	2	96	
3121	RICHMOND POST SHOP	190	1	90	

Page 1 of 1

Post Code	Delivery Office	Qty	Full Qty Bundles	Qty in Part Bundle	N
3051	CITY DC MELBOURNE	27,968	279	68	
3207	ABBOTSFORD DC	10,995	109	95	
3207	SOUTH MELBOURNE DC	4,372	43	72	
3053	CARLTON LPO	138	1	38	
3205	SOUTH MELBOURNE MARKET ST BC	534	5	34	
3051	NORTH MELBOURNE POST SHOP	296	2	96	
3121	RICHMOND POST SHOP	190	1	90	

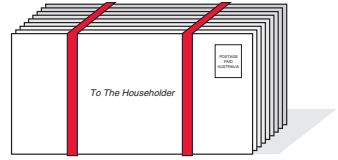
- 1
- 2
- 3
- 4

### 4.3 Preparation of letter trays

To ensure optimum delivery of Unaddressed Mail articles, you need to prepare and lodge articles correctly.

#### 4.3.1 Bundling

Bundling assists with the distribution and delivery of articles and ensures the safekeeping of the articles during transportation.



The Mail Preparation Advice will list the number of:

- full bundles of 50 or 100 articles
- part bundles – where less than 50 or 100 are needed to complete the full quantity required by that delivery office.

Depending on the size of your article, you may need to make smaller bundles. The Mail Preparation Advice will confirm the required quantity of articles per bundle.

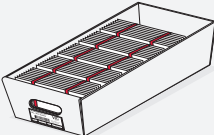
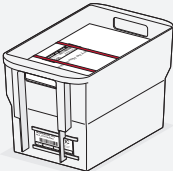
Secure with two vertical bands. Australia Post prefers rubber bands.

**Ask your printer to provide you with the articles pre-bundled according to the Mail Preparation Advice.**

#### 4.3.2 Letter trays

Obtain letter trays at no cost from your nominated lodgement office. Ensure that you have sufficient time to prepare the mailing as outlined on your booking confirmation, prior to the specified lodgement date.

Place the bundles into letter trays as follows:

Size category	Tray use
<p>Small</p> 	<p>In small letter trays</p> <p>The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).</p>
<p>Large</p> 	<p>In large letter trays</p> <p>To facilitate ease of handling we recommend that large letter trays should not be filled above the handle holes.</p> <p>The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).</p>

If the number of articles per tray appears too few, or too many, it probably means the dimensions of your article have not been correctly advised. In this case, please contact the Unaddressed Mail Customer Services team.

## 4.4 Tray labels

Tray labels must be correctly affixed to each tray, as well as affixed to the front bundle within each tray.

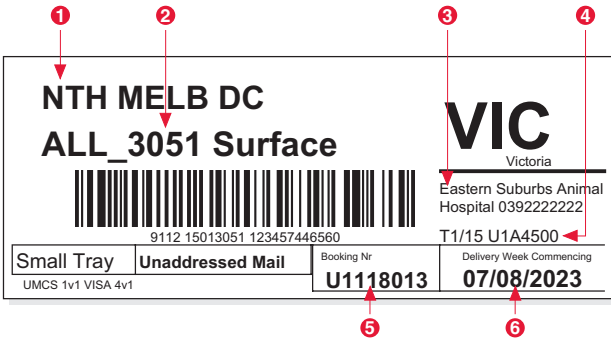
### 4.4.1 Pre-populated tray labels

Pre-populated labels will be provided in your booking confirmation in PDF format. These should be printed on perforated label card which is available from your lodgement office.



The information on the pre-populated tray labels is as follows:

- 1 The delivery office name.
- 2 The postcode for the delivery office.
- 3 The organisation that is being promoted (not the mailing agent or printer if one is being used) and their telephone number.
- 4 The tray number, ULD number and the number of articles. In the example shown this is tray number 1 of 15 trays for ULD number 1 and contains 4,500 articles.
- 5 The booking number that uniquely identifies your booking.
- 6 The date (usually a Monday) that the delivery is going to start.




#### 4.4.2 Labelling software

For large volume mailers, Australia Post recommends the use of Print On Demand labelling systems for preparing lodgements. Print on Demand systems are available either free of charge from Australia Post (*VISA Labelling*) or may be purchased from third party suppliers.

These labels must conform to specifications, which are subject to periodic review. Specifications may be obtained by downloading documentation from the Australia Post website [auspost.com.au/traylabels](http://auspost.com.au/traylabels). Third party software must be approved by Australia Post prior to use.

If you or your mailing agent uses Print on Demand software, the labels provided in your booking confirmation will be supplied as a label print file (.lpf).

#### ▼ Example VISA tray label

<b>NTH MELB DC</b>		<b>VIC</b>	
<b>ALL_3051 Surface</b>		Victoria	
		Eastern Suburbs Animal Hospital 0392222222	
9112 15013051 123457446560		T2/15 U1A4500	
Small Tray	Unaddressed Mail	Booking Nr	Delivery Week Commencing
UMC15 1v1 VISA 4v1		<b>U1118013</b>	<b>07/08/2023</b>

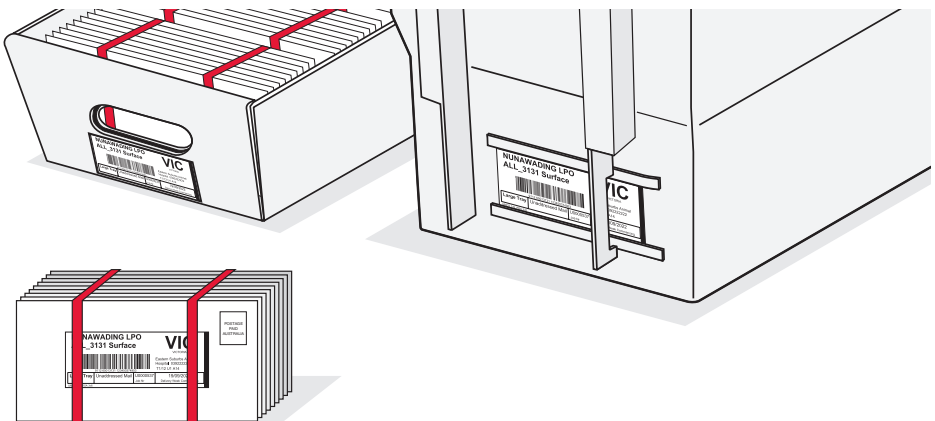
Blank label stock is also provided free of charge by Australia Post. This label stock is heat sensitive, and is suitable for use only in direct thermal label printers.

#### 4.4.3 How to affix tray labels to letter trays and bundles

Label pockets are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

Place a printed tray label in the label pocket with the printed side visible.



Also place a printed label underneath the bands of the front bundle within each tray.



## Important conditions of lodgement

Lodgements are deemed accepted when:

- you have fulfilled all the instructions and procedures in which lodgements are to be bundled, lodged in trays and correctly labelled and have been fully complied with the mailing statement which will accompany the lodgement articles;
- the information you provided in the mailing statement is correct; and
- payment is made by customer on lodgement of articles.

Lodgement irregularities:

- We reserve the right to inspect and verify the content and presentation of all lodgements either at the time of lodgement and/or thereafter while the lodgement is in the possession of Australia Post, to: verify the accuracy of information supplied by you (including any information contained in the mailing statement) and that the instructions and procedures have been complied with.
- On inspection if it becomes apparent that the instructions and procedures have not been fully complied with, we may at that time decline to provide the service if it is entitled to do so, or alternatively if it appears that additional tasks are required before lodgement and delivery can be completed, the additional costs incurred by Australia Post in completing additional work may be claimed from you, and are to be paid on demand.
- If your lodgement is delivered late or at a place different to that specified in the booking, and such late or incorrect lodgement results in additional costs being incurred by Australia Post, the additional costs incurred by Australia Post may be claimed from you, and are to be paid by you.
- It is mandatory that trays and unit load device labels are clearly marked using only approved labels. Neglecting to use these labels will result in lodgement being rejected.

### 4.5.4 Late lodgement or failure to lodge

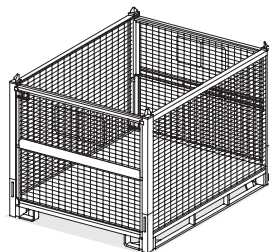
Failure by you to lodge at the nominated office, and on the nominated day and time, as outlined on the Unaddressed Mail Booking Confirmation Advice will mean that Australia Post is unable to deliver the articles within the agreed time.

If you are unable to lodge on time or as planned, for any reason, it is imperative that you contact the Unaddressed Mail Customer Services team to discuss the situation as soon as possible.

In the event that late lodgement cannot be avoided additional costs will be incurred. If a booking is not going ahead and is not cancelled before the end of the business day before the scheduled lodgement date, a no show fee will be charged. See section 2.7.3.

### 4.5.5 Lodgement in ULDs

Steel cage containers known as Unit Loading Devices (ULDs) are used by Australia Post to transport mail articles within our network. They can be obtained from Australia Post, subject to availability and in instances where large mail volumes are to be lodged. Contact your lodgement facility for further information.





ULDs remain the property of Australia Post and all other rules and regulations pertaining to the use of the ULD are applicable. Australia Post reserves the right to charge for any ULD that you damage or do not return.

The maximum weight for a loaded ULD is 600kg (including the weight of the ULD which weigh around 100kg). This means that 500kg is available for the contents. Be aware that ULDs will often exceed the maximum weight limit before they are completely full. In order to maximise transportation efficiency and ULD utilisation, mailers should ensure that each ULD is used as efficiently as possible.

It is a requirement that you affix a label to each ULD. Australia Post prefers ULD labels to be affixed on the front and back. See section 5.4 for more details.

If you are lodging more than one ULD, see section 5 Large volume lodgements.

#### **4.6 Summary checklist**

##### **Lodgement of Unaddressed Mail articles involves:**

- ✓ Bundling the articles, usually into lots of 50 or 100.
- ✓ Printing and affixing tray labels to each letter tray and to the front bundle within each tray.
- ✓ Inclusion of the signed lodgement document, Mail Preparation Advice and a sample article with the lodgement.
- ✓ Lodgement of articles at the nominated lodgement facility.
- ✓ Ensuring that the lodgement is made before midday on the nominated date.
- ✓ Contacting the Unaddressed Mail Customer Services team before the end of the business day before the scheduled lodgement date if you are not going to lodge your booking, to avoid a no show fee.

# 5. Large volume lodgements

## 5.1 Large volume lodgements overview

Large volume lodgements apply to Unaddressed Mail when more than one Unit Loading Device (ULD) is required.

The list below illustrates the steps to lodge large volumes of Unaddressed Mail. Each requirement is covered in detail throughout the section.

- 
- |   |  |     |
|---|--|-----|
| 1 | Arrange the <b>letter trays</b> into the ULDs  | 5.3 |
| 2 | Print and affix <b>ULD labels</b> for each ULD | 5.4 |
- 



→ See section 4.5.5 Lodgement in ULDs

## 5.2 ULD sorting

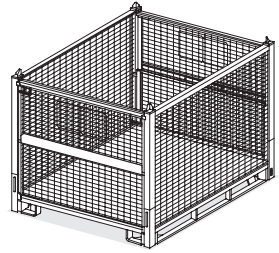
When Unaddressed Mail is organised by delivery office, sort division and mail centre, it can be processed more quickly.


The Mail Preparation Advice provides packing information that ensures that the highest level of sorting is achieved for each lodgement.

Each letter tray within a ULD is to consist of articles for a single delivery office and should be presented according to the instructions in section 4 Lodgement.

The Mail Preparation Advice provides you with data summarised to:

- 1 delivery office
- 2 PSI
- 3 destination facility (mail centre).





**Unaddressed Mail Preparation Advice**  
**Eastern Suburbs Animal Hospital, Booking Number: U1118013**

Post Code	Delivery Office	Qty	Full Qty Bundles	Qty in Part Bundle	No. Trays	ULD ID	PSI	State	Destination Facility
3051	CITY DC MELBOURNE	27,968	279	68	7	1	313	VIC	DANDENONG LC BULK
3067	ABBOTSFORD DC	10,995	109	95	3	1	314	VIC	DANDENONG LC BULK
3207	SOUTH MELBOURNE DC	4,372	43	72	1	1	316	VIC	DANDENONG LC BULK
3053	CARLTON LPO	138	1	38	1	1	314	VIC	DANDENONG LC BULK
3205	SOUTH MELBOURNE MARKET ST BC	534	5	34	1	1	316	VIC	DANDENONG LC BULK
3051	NORTH MELBOURNE POST SHOP	296	2	96	1	1	313	VIC	DANDENONG LC BULK
3121	RICHMOND POST SHOP	190	1	90	1	1	316	VIC	DANDENONG LC BULK

## 5.3 Arranging articles into ULDs

Articles can be arranged in ULDs in a number of ways, depending on article sizes.

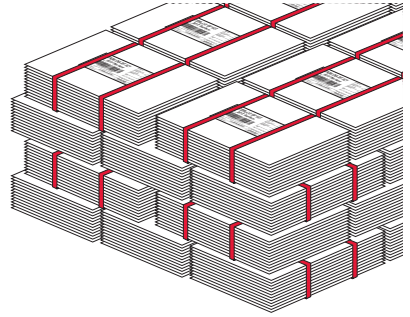
Size category	How to arrange articles in ULDs
Small	<ul style="list-style-type: none"> <li>• Prepare small letter trays, with the tray label attached. Fit letter tray lids or sleeves.</li> <li>• Stack the trays in the ULD with the tray labels facing outwards.</li> </ul>
Large – Option 1	<ul style="list-style-type: none"> <li>• Prepare large letter trays, with the tray label attached. Fit letter tray lids or sleeves.</li> <li>• Stack the trays in the ULD with the tray labels facing outwards.</li> </ul>
Large – Option 2	<p>With prior approval – see section 5.3.1.</p> <ul style="list-style-type: none"> <li>• Bundle articles securely, with the tray label attached.</li> <li>• Brick-stack the bundles in the ULD.</li> </ul>

### 5.3.1 Brick-stacking

Brick-stacking is a term that describes how the articles are positioned into the ULD. It involves stacking the bundles in an overlapping fashion.

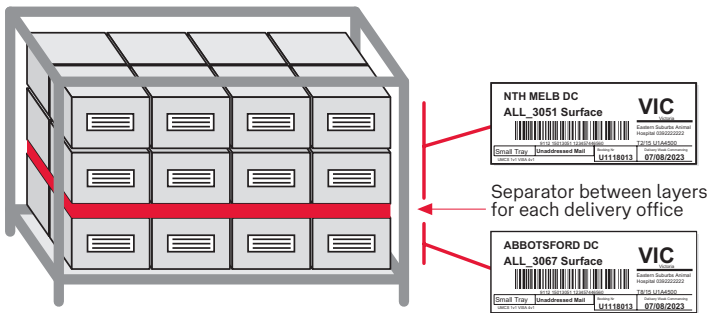
Large size category articles can be securely bundled and placed, “brick-stacked” directly in ULDs.

The Mail Preparation Advice in your booking confirmation will advise when brick-stacking is the most efficient packing method, and will include documentation that explains the required presentation standards.



### 5.3.2 Separation of layers

When preparing ULDs for a PSI region, arrange letter trays for a particular delivery office to form complete layers. Separate these delivery office layers from the rest of the ULD using an approved separator such as cardboard.



When preparing ULDs for a mail centre, arrange letter trays for a particular PSI region to form complete layers. Separate these PSI region layers from the rest of the ULD using an approved separator such as cardboard.

### 5.4 ULD labelling

Once stacking of the ULD is complete, a label needs to be attached to the ULD. Australia Post provides a file of pre-populated ULD labels for your lodgement to ensure efficient processing.

ULD labels contain the following information:

- 1 **Lodged by** – The name of the organisation that actually lodged the articles with Australia Post. For example if DEF Mailing House lodged brochures for JKL Stores then “DEF Mailing House” would be shown on the label, but if JKL Stores lodged the articles themselves, then their name would appear.
- 2 **Office of lodgement** – The name of the office where all the ULDs must be lodged.
- 3 **Lodgement date** – It is critical that large lodgements of Unaddressed Mail are lodged on the nominated date.
- 4 **Mail type** – Identifies that the ULD contains Unaddressed Mail so that it can be processed in the correct manner.

- 5 **Delivery week commencing** – Monday of the week in which delivery is scheduled to commence.
- 6 **ULD identifier** – Identifies the ULD within the group of ULDs in the lodgement.
- 7 **Booking number** – The unique reference number as shown on the Booking Confirmation Advice.
- 8 **PSI number** – The PSI sort division(s) contained within the ULD.
- 9 **State** – The destination state for the ULD. In this case all the trays are being sent to VIC.
- 10 **Destination** – The mail centre responsible for the PSI sort division(s) contained within the ULD. For the label shown, it is the Dandenong Letters Centre Bulk.
- 11 **Gross weight** – The gross weight of the ULD (including the ULD itself).  
If you do not have suitable weighing equipment available then you should make an estimate that includes the weight of the ULD (approx. 100kg), the letter trays and the articles themselves. Estimated weights should be identified with the word “(est)” written directly after the weight (as shown).

▼ Example ULD label

Lodged By:	Eastern Suburbs Animal Hospital			1
Office of Lodgement:	DANDENONG DC - VIC			2
Lodgement Date:	Monday 22 May 2023			3
<b>Unaddressed Mail Service</b>				4
Delivery Week Commencing:	29 May 2023			5
Booking Number:	U1004695	ULD Identifier:	1 of 1	6
Sorting Divisions:	313			7
				8
Destination:	All for State	<b>VIC</b>		9
	<b>DANDENONG LC BULK</b>			10
Gross ULD Weight:	129 kg (est)			11

UMCS 1v1 VISA 4v1





## For more information

Please contact your Australia Post Account Manager or email us for more information about Unaddressed Mail and details about special conditions.

 [ums@auspost.com.au](mailto:ums@auspost.com.au)

 [auspost.com.au](https://auspost.com.au)

The Unaddressed Mail Terms and Conditions are available on Australia Post's website at [auspost.com.au/terms](https://auspost.com.au/terms).