PreSort Letters

Including Promo Post and Charity Mail

Service guide – May 2015

Disclaimer

This guide presents the PreSort Letters 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the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn.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.
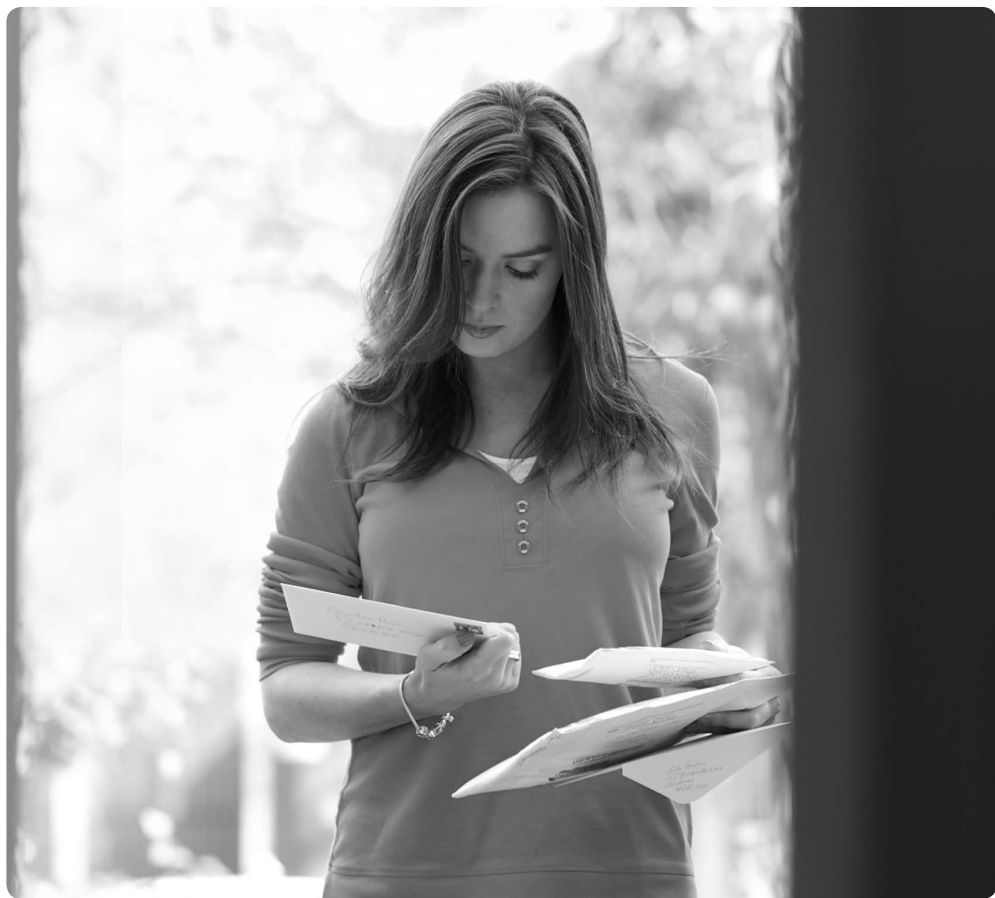
? Do you lodge 300 or more articles at a time?

? Do you have the facility to barcode your mail?

? Are you looking for creative freedom with your mail?

? Are you interested in tracking the results of your mail out?

✔ **Then PreSort Letters may be for you!**

Contents

Bulk mail services compared

	Print Post	PreSort Letters (Small)	PreSort Letters (Large)	Promo Post
What can bulk mail services do for me?		Deliver machine-addressed articles that are barcoded		Deliver small PreSort Letter articles that are of a promotional nature
What size articles can I send?	Small	Small	Large	Small
What weight articles can I send? Pricing steps (g)	125	125 300, 450, 700, 8... 1k	125 250 500	125
How fast is the delivery?	**Priority**: Same state metro next day **Regular**: Same state metro 2–3 days	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days	**Regular**: Same state metro 2–3 days	**Priority**: (Small articles only): Same state metro - next day **Regular**: Same state metro 2–3 days
What is the minimum volume of articles?	100 articles	300 barcoded articles	4,000 barcoded articles	300 barcoded articles
Do I need to print barcodes?	Not required (Recommended only)	**Yes** On at least 300 articles	**Yes** On at least 4,000 articles	**Yes** On at least 300 articles
Do I need to sort the articles?	**Yes** Bundles or trays for each postcode	**Yes** Trays for each sort plan number	**Yes** Trays for each sort plan number	**Yes** Trays for each sort plan number
Do I need to apply to use this service?	**Yes** Apply for a Print Post Publication Number	**Yes** Nominate your lodgement facility(s)	**Yes** PreSort Letters application process applies	**Yes** Apply for a Charity Mail Approval Number
How does the cost per article compare? eg Small article, 125g				

	...:/Metered	Reply Paid	Impact Mail		Unaddressed	
	Large	**Large**	**Small**	**Small Plus**	**Small**	**Large**
	125 250 500	**Small** 250 — **Large** 125 250 500	125	125	50 100	50 100 250
Description	...mprinted ...red ...at a lower ...an Full Rate ...h no ...n volume	Make it easy for your customers to respond	Deliver creatively shaped articles – great for direct mail campaigns		Deliver unaddressed leaflets, catalogues etc to all letterboxes in an area, at very low cost	

	(col 1)	(col 2)	(col 3)	Reply Paid	Impact Mail	Unaddressed
Delivery	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days	**Regular**: Same state metro 2–3 days	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days	1–4 days	1–7 days	Lodge up to seven days before your chosen delivery week
Minimum	300 articles	30,000 articles and 60 per cent of the address data provided	No minimum	No minimum	300 articles	One suburb, town, post-code, round or channel (Conditions apply)
	No	**Yes** To the maximum extent	No	**Yes** (Preprinted)	No	No (Not addressed)
	No	**Yes** Trays for each sort plan number	No	No	**Yes** Trays for each postcode or sort plan number	**Yes** Prepare in trays and label as instructed by Australia Post
	No	**Yes** Online registration	No	**Yes** Apply for a Reply Paid Number	No. Non-paper articles should be submitted for testing	**Yes** Book at least two weeks before the delivery week

What's in the guide?

This guide is written to provide ease of reference within three simple sections: PreSort Letters basics, PreSort Letters preparation and PreSort Letters lodgement.

In addition, there are specialised sections for Promo Post, Charity Mail and barcoding specifications.

Section 1 – PreSort Letters basics

This is essential reading and should be read first, as it covers the service at a glance, including features and benefits. This section provides you with a brief overview of the service and enough knowledge to ensure the correct solution has been selected for your mailing needs. You can then progress to the more detailed sections of PreSort Letters preparation and PreSort Letters lodgement.

Section 2 – PreSort Letters preparation

This section provides the detail required to prepare articles ready for lodgement. It covers areas such as size and weight, article type, paper stock and plastic wrapping, through to barcoding, inscriptions, layout and addressing requirements. This section equips you with all you need to know in order to correctly prepare your PreSort Letters articles.

Section 3 – PreSort Letters lodgement

This section provides the detail required to lodge articles. It covers areas such as choosing sort categories, how to prepare letter trays and completing and affixing tray labels, through to lodgement documentation and where to lodge articles. This section equips you with all you need to know in order to successfully lodge your PreSort Letters articles.

Section 4 – Promo Post

This section is essential reading for businesses that wish to use the Promo Post service for promotional mailings. It covers areas such as features and benefits, what you need to qualify for Promo Post and how to apply, through to article requirements at a glance. Because Promo Post must meet the conditions of the PreSort Letters service, you then need to progress to the more detailed sections of PreSort Letters preparation and lodgement.

Section 5 – Charity Mail

This section is essential reading for charities that wish to use the Charity Mail service. It covers areas such as features and benefits, what you need to qualify for Charity Mail and how to apply, through to article requirements at a glance. Because Charity Mail must meet the conditions of the PreSort Letters service, you then need to progress to the more detailed sections of PreSort Letters preparation and lodgement.

Section 6 – Barcoding

This section provides detailed information on the AMAS program, the Postal Address File (PAF) and printing the 4-state barcode.

1. PreSort Letters basics

1.1   What is PreSort Letters?

PreSort Letters is an Australia Post service for the delivery of large volumes of barcoded articles to addresses within Australia.

Businesses can use PreSort Letters for direct mail campaigns, the delivery of invoices and statements and invitations to events; almost any mailing requirement.

Barcoding enables benefits and opportunities including data accuracy and cleanliness, and more intelligent and accurate record matching. This can deliver more cost effective database management.

1.2   Why use PreSort Letters?

With PreSort Letters, you can:

- lodge bulk mailings of 300 or more barcoded articles (4,000 minimum for Promo Post)

- maximise the space available for creative artwork

- track and segment results of mailings due to information contained in the barcode

- access lower prices by sorting your articles

- use the Promo Post, Charity Mail and the Registered Post service in conjunction with the PreSort Letters service.

In addition, the PreSort Letters service also:

- has access to post office box addresses

- has access to the Redirection service

- allows a postage meter to be used as a payment method

- has the option to arrange your own interstate transport to interconnect with Australia Post's letters service network at designated facilities

- allows the choice of Priority or Regular delivery standards

- has delivery with daily normal mail by the same professional delivery officers.

1.3   What qualifies for PreSort Letters?

To qualify:

- the minimum quantity is 300 barcoded articles per lodgement

- the maximum weight for articles is 500g

- each lodgement must consist of articles within the same size and weight category.

1.3.1 Aggregated lodgements
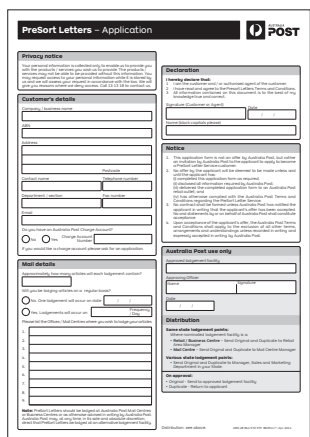
Articles within a lodgement may originate from more than one organisation, providing:

• there is a minimum of 10,000 articles within the same size, weight and price category

• if articles in the lodgement are for mixed delivery standards (both Priority delivery and Regular delivery), they must be separated by delivery standard and presented in different trays

• articles in the lodgement belong to the same category (ie; all with or without Promo Post or Charity Mail)

• payment is made by postage meter or an alternate reconciliation process approved by Australia Post.[1]

1.4   How to apply

You need to apply to use the service before you make your first lodgement so that lodgement facilities can be nominated.

The *PreSort Letters Application* (8835117) is available at all post offices.

▶ See section 3.2

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1 To apply for approval of an alternate reconciliation process for aggregated lodgements, discuss with your account manager, or the contacts listed at the front of this guide.

1.5   Preparation basics

Information in this section is designed to provide an overview of article preparation. More detailed information can be found in the PreSort Letters preparation section.

1.5.1   Article size, weight and type requirements

PreSort Letters is available for *Small*, *Small Plus* and *Large* size categories.[1] All articles in a lodgement must be within the same size and weight category.

Square articles are allowed in the Large size category, but not in the Small and Small Plus size categories. Articles in the Small and Small Plus size categories must be oblong[†].

Articles can weigh up to 500 grams.

	Small	Small Plus	Large
Maximum weight	125g	125g	125g, 250g or 500g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Oblong[†]	Oblong[†]	Rectangular*
Common examples	DL (110 × 220mm) C6 (114 × 162mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)
Accepted services	• PreSort Letters • Promo Post • Charity Mail	• PreSort Letters	• PreSort Letters • Charity Mail

†   Oblong: deviating from a square by being elongated in one direction. It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

*   A square is an equilateral rectangle.

Articles can be either envelopes, or postcards. Plastic wrapping is acceptable for Small and Small Plus articles (lodged in Direct trays only, see section 3.4) as well as Large articles. **Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.**

▶ See section 2.2

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1 The Medium size category has been discontinued for PreSort Letters. Any articles that have been previously lodged as Medium should be lodged as Large articles.

1.5.2 Correct addressing requirements and barcoding

You need to pay particular attention to addressing and barcoding. Detailed information on printing the 4-state barcodes can be found in section 6 Barcoding print specifications.

Articles need the addressed side to be printed with:

❶ the Postage Paid Imprint (unless a postage meter is used)

❷ the return address, preferred here or on the back

❸ a barcode, and a delivery address that observes correct addressing conditions

❹ the Priority delivery indicator, if this delivery service is selected.

❷   ❸   ❹   ❶

If undeliverable, return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

POSTAGE
PAID
AUSTRALIA
PRIORITY

Mr A Sample
111 Bourke Street
MELBOURNE   VIC   3000
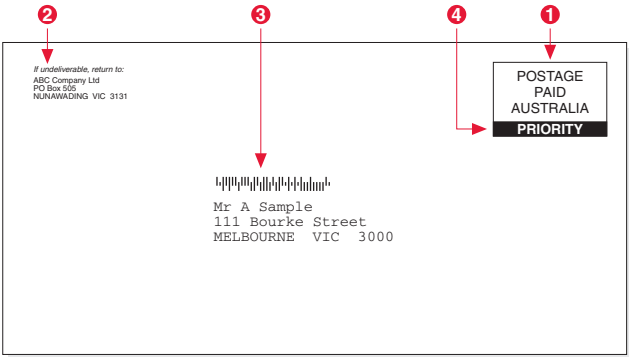
▶ See section 2.3

AMAS Certified barcode software

Australia Post certifies barcode software through its *Address Matching Approval System* (AMAS) program. The certified software contains a copy of Australia Post's *Postal Address File* (PAF). A list of the companies that have developed AMAS approved software, and been granted a licence to supply address-matching and correction software can be located at **auspost.com.au/amas**.

The PAF is one of the most comprehensive address reference databases in Australia. It contains Australian addresses in a correct address format, along with their corresponding *DPIDs* (Delivery Point Identifiers). Each DPID is a randomly generated, unique 8-digit number, which is associated with an address.

It is a condition of the service that current AMAS certified software is used to match:

❶ each delivery address in a PreSort Letters lodgement …

❷ to its correct DPID (8-digit Delivery Point Identifier) …

❸ and print this on the article as a correctly formatted barcode.

❶   ❷   ❸

111 Bourke Street   ➔   **54516251**   ➔
MELBOURNE   VIC   3000

▶ See section 2.7 and section 6

1.5.3 Adding logos, advertising and other printing

Any logos, advertising and other printing must follow the requirements for clear zone areas on the article.

▶ See section 2.6 and section 2.8

1.6   Lodgement basics

**Information in this section is designed to provide an overview of lodgement.
More detailed information can be found in the PreSort Letters lodgement section.**

You have the choice to sort articles into three sort categories.
Regardless of the category, all articles of the same delivery standard must be placed into correctly labelled Australia Post letter trays. Both trays and labels can be supplied by Australia Post.
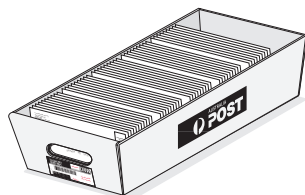
The three sort categories are:

Sort category	Description
Direct trays	Barcoded articles in separate trays according to the Barcode Sort Plan of postcode ranges which can be found at **auspost.com.au/sortplans**.
	Plastic wrapping permitted for Small and Small Plus articles.
	The minimum quantity is 300 articles (or 4kg of article weight excluding the tray) per postcode range. Remaining articles become "Residue".
Residue trays	Where there are insufficient barcoded articles to make a Barcode Direct tray
Unbarcoded trays	For articles that cannot be barcoded

You need to provide a *PreSort Letters lodgement document* (8835114 – shown below) when lodging articles.

▶ See section 3

1.7   Delivery standards

PreSort Letters are delivered Monday to Friday with letters and other mail.

Two delivery standards 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 standard.

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

To view detailed information for Priority and Regular delivery standards, visit **auspost.com.au/presort**.

These timetables are guidelines only and based on reasonable expectations and experience and do not include External Territories and remote areas[1]. 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.

1 External Territories: Lord Howe Island 2898, Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151.

1.8   What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any post office, or downloaded from **auspost.com.au/postguides**.

The prices for PreSort Letters articles vary by size and weight category, the sort category, the destination state and the delivery standard, as displayed in the following table:

Size category	Weight up to	Priority delivery				Regular delivery			
		Direct trays		Residue trays	Unbar-coded trays	Direct trays		Residue trays	Unbar-coded trays
		Same state	Other state			Same state	Other state		
Small	125g	✔	✔	✔	✔	✔	✔	✔	✔
Small Plus	125g	✔	✔	✔	✔	✔	✔	✔	✔
Large	125g	✔	✔	✔	✔	✔	✔	✔	✔
	250g	✔	✔	✔	✔	✔	✔	✔	✔
	500g	✔	✔	✔	✔	✔	✔	✔	✔

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.

1.8.1   Conditions for same state prices

Articles attract same state prices when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan).

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.

1.9   Summary checklist

The key points covered in this section include:

- ✔ There must be at least 300 barcoded articles (4,000 for Promo Post).
- ✔ PreSort Letters is available for *Small, Small Plus* and *Large* size category articles.
- ✔ Articles can be plastic wrapped (conditions apply).
- ✔ PreSort Letters is available at Priority and Regular delivery standards. The Regular delivery standard must be used for all Promo Post articles and for Large size Charity Mail articles.
- ✔ Correct addressing conditions may apply.
- ✔ AMAS certified software must be used to print the correctly formatted barcode.
- ✔ You have the choice to sort articles to three sort categories: *Direct trays, Residue* and *Unbarcoded trays.*
- ✔ A *PreSort Letters Application* form must be completed before your first lodgement.
- ✔ Registered Post may be used with the PreSort Letters service.
- ✔ Prices can be located in the *Post charges* booklet (8833665) and the Australia Post website **auspost.com.au**.

2. PreSort Letters preparation

2.1 Preparation overview

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

The diagram below illustrates the steps to prepare PreSort Letters. Each requirement is covered in detail throughout the section.

1	Check **size and weight** of article matches requirements	2.2.1
2	Check article matches the **type** allowed	2.2.3
3	Follow all guidelines for **plastic wrapping** requirements (if applicable)	2.2.5
4	Check **article layout** addresses all required zones	2.3
5	Check all **inscriptions** are displayed on article	2.4–2.5
6	Follow all **correct addressing** requirements	2.6
7	Check all elements of the **barcoding** process are followed	2.7
You can now prepare to lodge		3

2.2   Article characteristics

2.2.1   Article size and weight

The size categories eligible for the PreSort Letters service are *Small, Small Plus* and *Large*.[1]
All articles in a lodgement must be within the same size and weight category.

Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.

	Small	Small Plus	Large
Maximum weight	125g	125g	125g, 250g or 500g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Oblong[†]	Oblong[†]	Rectangular*
Common examples	DL (110 × 220mm) C6 (114 × 162mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)
Accepted services	• PreSort Letters • Promo Post • Charity Mail	• PreSort Letters	• PreSort Letters • Charity Mail

† Oblong: deviating from a square by being elongated in one direction. It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

* A square is an equilateral rectangle.

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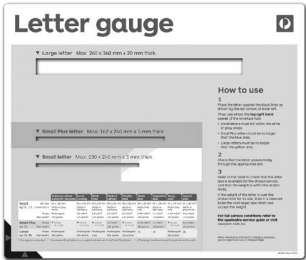
2.2.2   Article shape

Square articles are permitted in the Large size category, but are not permitted in the Small and Small Plus size categories.

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1 The Medium size category has been discontinued for PreSort Letters. Any articles that have been previously lodged as Medium should be lodged as Large articles.

2.2.3 Article type

PreSort Letters articles can be either envelopes or postcards.

Plastic-wrapped articles are also accepted (conditions apply).

Window faced envelopes

One of the main requirements of panel envelopes is that they have good clear panels.

However, even very clear panels can cause sorting difficulties if they reflect light to any great extent. Please refer to Section 8 of the *Letter products and services guide* (available from **auspost.com.au/postguides**).
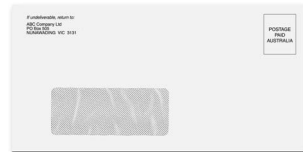
The address area visible through the window panel must meet the reflectance requirements contained in Barcoding Specifications, see section 6.2.4 Reflectance.

Open window panels are not permitted.

The recommended minimum size for window panels is:

• 38mm high × 95mm wide, for Small and Small Plus size articles (up to C5)

• 45mm high × 95mm wide, for Large size articles.

The entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.

2.2.4 Paper stock

Paper stock is an important consideration as it can affect the ability of high speed letter sorting equipment to process articles without damage.

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: **http://infostore.saiglobal.com/store/**). For details refer to your paper supplier or envelope manufacturer or visit **auspost.com.au/bulkmail**. See section 2.10 Testing.

Paper stock colour

There are no restrictions on the article colour for envelopes, postcards or plastic wrapped articles and/or flysheets provided the background against which the barcode is printed meets the reflectance requirements contained at Barcoding Print Specifications in section 6.2.4 Reflectance.

2.2.5 Plastic wrapping

Plastic wrapping of articles can provide an alternative to envelopes. If desired, artwork and delivery address details can be printed on a sheet of paper called a flysheet, which is visible through the plastic wrapping.

Plastic wrapping is available for Small and Small Plus articles *(lodged in Direct trays only, see section 3.4)*, as well as Large articles.

Plastic wrapping requirements:

❶ Plastic wrapped PreSort Letters articles are measured on the "total plastic size", not the size of the contents

❷ The sealing seam (weld) must not intersect the address block or barcode either horizontally or vertically

❸ The hem (overlapping plastic area) must not intersect the address block or barcode either horizontally or vertically

❹ The maximum overhang (excess plastic wrap) is not to exceed:
  • 10mm for all Small or Small Plus articles
  • 35mm for Large articles up to 10mm thick
  • 60mm for Large articles over 10mm thick.
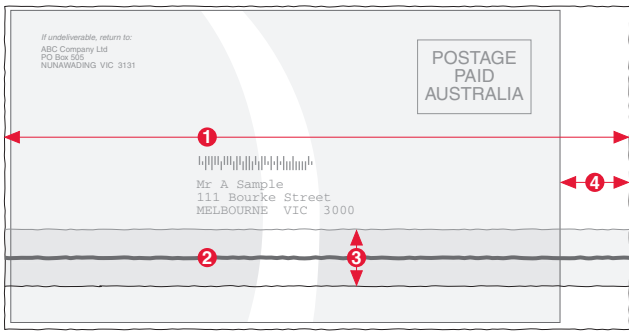
Attribute	Specification
Material	Polypropylene/polyethylene or similar film, anti-static, medium impact resistant IR2, with a co-efficient of friction of medium slip in accordance with AS 1326-1972
Colour	The plastic wrapper may be any colour including reflective material. However the address block and barcode must be printed over a surface which observes the reflectance/contrast requirements – see section 6.2.4 Reflectance.

Where the address or address label is shown under a transparent wrapping, the area of the wrapper overlapping the address must have a contrast ratio that does not exceed 25 per cent when measured by a suitable photometric method. |
| Thickness | The minimum thickness is 25 microns |
| Strength | The weld strength of the seam should be sufficient to prevent opening during mail processing |

Address sheet skew

When used inside a plastic wrapper, the printed address sheet (or flysheet) must remain straight enough for automatic processing equipment to read it. The flysheet, address block and barcode must not be able to skew (turn obliquely or sideways) within the plastic wrap, as shown in the picture below.

❶ The maximum skew permissible for an address sheet is ± 10 degrees to the article edge, when presented for lodgement.

❷ The combined skew of the address sheet and barcode must not exceed ± 15 degrees to the article edge, when presented for lodgement.
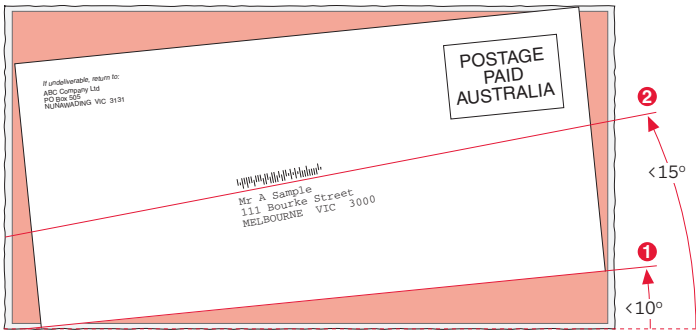
Common problems with plastic wrapping

If plastic wrapping requirements are not strictly followed then the following problems may damage or delay delivery of your articles.

If ...	Then:
An article is declared as one size, but it is actually larger from end to end of plastic wrapping ...	The incorrectly declared size/price point will be charged at the higher rate.
The plastic seam or hem covers any part of the address block or barcode, or the colour of the plastic stops the scanning of the address or barcode ...	The articles cannot be scanned automatically.
The plastic is loose ...	The articles can jam in the processing machines, and may be damaged.
The plastic wrap is not strong enough ...	The plastic or the seam can tear and contents may come out during processing and be lost.
The overhang exceeds the allowable dimensions ...	The articles can jam in the processing machines, and may be damaged.

2.2.6 Sealing of articles

Australia Post recommends each article be secured in a manner which would prevent entrapment of other postal articles. Any opening should not exceed 88mm.

Each article must be secured by a fastening that is *not likely to damage other postal articles nor injure persons handling it*. Where fasteners are used, they must be appropriate to the thickness of the article, and the ends closed together. Staples and any metal fasteners are discouraged, as they are likely to cause injury to staff handling the articles.

2.2.7 Article flexibility

Small and Small Plus articles must be reasonably flexible to ensure that they can be processed through high speed letter sorting equipment.

Small and Small Plus articles that are too rigid or stiff are ineligible for the service (but may be accepted as Large articles). Some examples of prohibited enclosures includes pencils, pens and items enclosed in a hard case.

2.3   Article layout and zones

PreSort Letters articles are made up of three printing zones.

The following sections detail the dimensions of these zones, and specify the inscriptions to print within them.

Return address zone section 2.5   **Postage zone** section 2.4
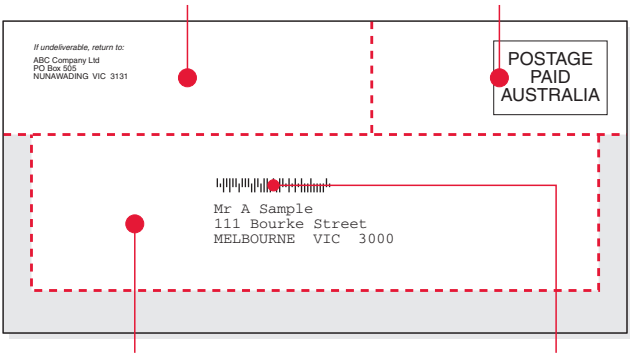
Barcode and delivery address zone section 2.6   **Barcode** section 2.7

See also, **Adding logos, advertising and other printing** section 2.8.

2.4   Postage zone

The postage zone contains a postage paid imprint or a postage meter impression, and a priority delivery indicator if the priority delivery service is selected. No other inscriptions are permitted.

Dimensions must be:

• 90mm across from the top right hand corner of the article

• 40mm down from the top edge of the article.
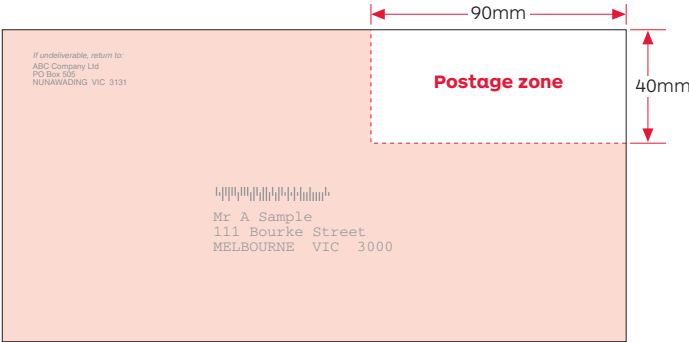
Variations to these requirements should be submitted for approval. See section 2.10.

2.4.1 Postage Paid Imprint

All articles that are not metered should bear a Postage Paid imprint.

The words POSTAGE PAID AUSTRALIA need to be printed in a rectangular box within the following dimensions:

• maximum: 26 × 40mm (see illustration)

• minimum: 19 × 25mm.

Priority delivery indicator

All articles for which the Priority delivery standard is selected should include a Priority indicator, located at the bottom of the Postage Paid imprint.

The word PRIORITY needs to be printed:

• in white capital letters, in a bold font (Helvetica Bold or Arial Bold recommended) at 10 to 14 point size

• in a solid rectangular box: 4 to 6mm high for wide imprints, or 6 to 10mm high for tall imprints.

See example illustrations below.
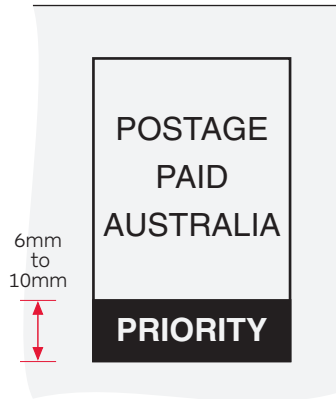
2.4.2 Personalised Postage Paid Imprint

Australia Post may approve a personalised imprint design. The design must not have the appearance of a postage stamp and the words POSTAGE PAID AUSTRALIA must be prominent (see example illustrations).

If the Priority delivery standard is selected, the Priority delivery indicator must also be prominent at the bottom of the design.

For approval please refer to the contact details at the front of this guide.

2.4.3 Postage meter impression

A postage meter may be used as a payment method for the PreSort Letters service.

The published price must be printed in the postage zone of each article. If a date is included in the meter impression it must be the date of lodgement.

Return address details appearing in the postage zone as part of a postage meter impression are acceptable.

If the Priority delivery standard is selected, the word PRIORITY must be prominent.

For additional information on metering, refer to the *Postage Meters Conditions of use* booklet (8833675).

2.4.4 Colour of postage zone inscriptions

Any coloured ink can be used. Australia Post prefers dark colours such as black, dark blue and dark green.

2.5   Return address zone

An Australian return address is required to be shown on each article within a lodgement. Either a street address or a post office box address is acceptable.

Australia Post recommends return addresses to be:

• on the upper left-hand corner of the address side of the article, no lower than 40mm from the top edge, or on the back of the article

• no larger than 8 point font preferred

• with no bolding.
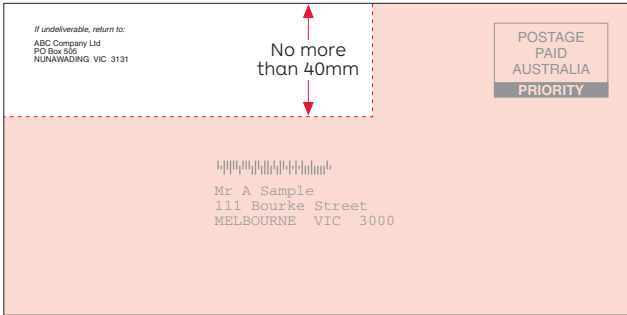
Return address details appearing in the postage zone as part of a postage meter impression are acceptable.

It is preferred that the return address be prefixed with "If undeliverable, return to:"

If undeliverable, return to:

ABC Company Ltd
PO Box 575
NUNAWADING VIC 3181

Variations to these requirements should be submitted for approval. See section 2.10.

2.6   Barcode and delivery address zone

Contains the barcode and address to which the article is to be delivered.

2.6.1   Small and Small Plus articles

The complete barcode and delivery address must be positioned in the barcode and delivery address zone of the article:

❶ at least 15mm from the bottom edge of the article

❷ no more than 100mm up from the bottom edge of the article

❸ at least 10mm from the left and right edges of the article

❹ outside of the postage zone.
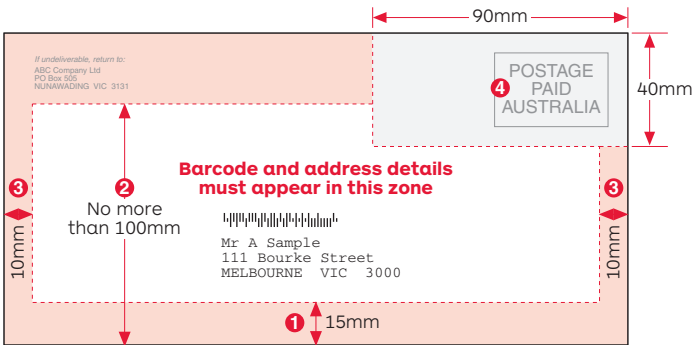
2.6.2 Large articles (landscape layout)

The complete barcode and delivery address must be positioned in the barcode and delivery address zone of the article:

❶ at least 15mm from the top and bottom edges of the article

❷ at least 15mm from the left edge of the article

❸ at least 60mm from the right edge of the article

❹ outside of the postage zone.

If undeliverable, return to:
ABC Company Ltd
PO Box 506
NUNAWADING VIC 3131

❶ 15mm

90mm

❹ POSTAGE PAID AUSTRALIA

40mm

Barcode and address details must appear in this zone

❷
15 mm

❸
At least 60mm

Mr A Sample
111 Bourke Street
MELBOURNE   VIC   3000

❶ 15mm
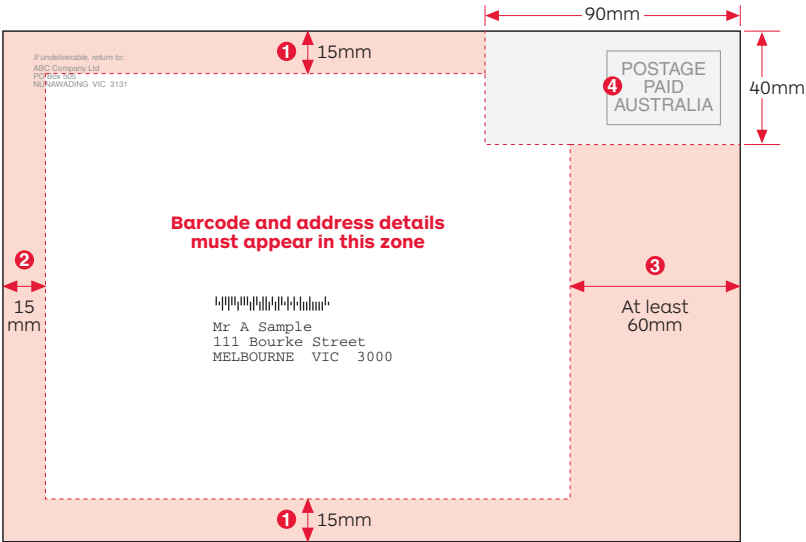
2.6.3 Large articles (portrait layout)

The complete barcode and delivery address must be positioned in the barcode and delivery address zone of the article:

❶ at least 60mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article

❸ at least 15mm from the left and right edges of the article.
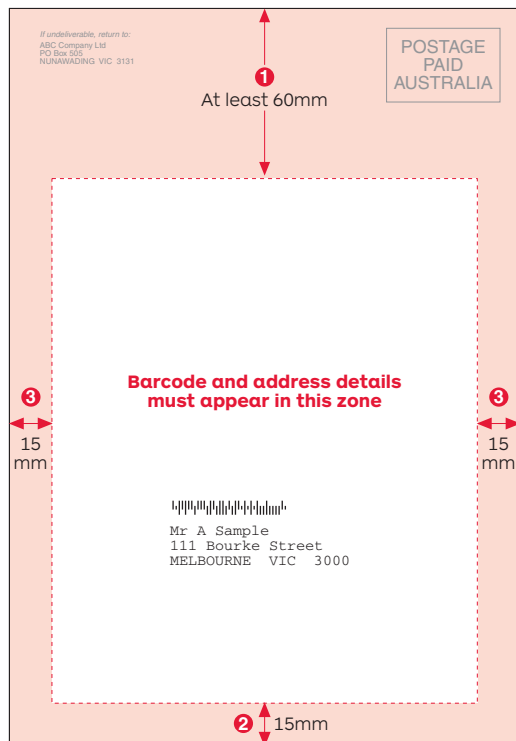
2.6.4 Address layout

Correct addressing conditions ensure the Australia Post delivery system can recognise and interpret the delivery address.

❶ Address lines (excluding barcode placement) must be aligned left.

❷ Barcode – see section 2.7 for barcode requirements.

❸ Additional address information such as business or person's name if included, must be placed above the last two lines of the address and not below, alongside or within these lines.

❹ Second last line – Must contain the number and name of the street or thoroughfare or post office box or bag number.

❺ Bottom line – Must contain in the following order: the locality, the state or territory abbreviation and the postcode.[1]
Australia Post strongly recommends that this line is printed in CAPITALS.

Address labels may be used but must be straight and firmly affixed.

If using window panel envelopes, the entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction. When using window panel envelopes, it is recommended that the barcode is positioned below the address.

1 Any application for variations or additions to this format should be submitted and approved prior to lodgement. See section 2.10.

2.6.5 Address fonts and colours

Any font can be used for the delivery address as long as it is clearly readable, preferably in 12 point size, and it is strongly recommended that print characters do not overlap. Whilst attributes such as *italics*, **bolding**, shadowing, or underlining are permitted, their use should be avoided.

Dark colours such as black, dark blue and dark green are preferred. Red, orange and yellow inks must not be used.
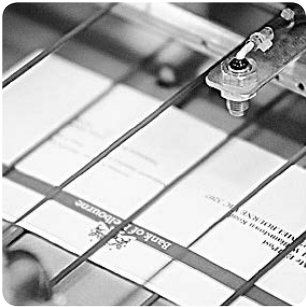
2.7 Barcoding

A barcode is a machine readable representation of information, usually printed as parallel lines, and improves the speed and accuracy of processing mail.

For technical details relating to barcoding, including Australia Post's *Postal Address File* (PAF) and specifications on printing a barcode, see section 6 Barcoding print specifications.

The barcode used by Australia Post is called a *4-state barcode* and includes a *Delivery Point Identifier* (DPID) which is uniquely applied to Australian addresses.

2.7.1 Obtaining the DPID for each address

Australia Post maintains a comprehensive database of addresses called the Postal Address File (PAF), in which each address has a unique Delivery Point Identifier (DPID).

The DPID is an 8-digit number developed by Australia Post that enables each delivery point in Australia to be uniquely identified.

You must use Address Matching Approval System (AMAS) certified software to obtain the correct DPID for each address.

This DPID is then converted into a 4-state barcode and printed onto the article. It is read by Australia Post's mail processing machines.

The delivery address	Use AMAS to obtain DPID	Printed 4-state barcode of DPID
111 Bourke Street MELBOURNE VIC 3000	54516251	ᴵ|ᴵᴵᴵᵖᴵᴵᴵᵖᴵᴵᴵᵖᴵᴵᴵᵖᴵᴵᴵ
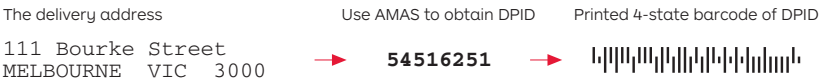
2.7.2 Barcode location

The barcode can be placed separately from the delivery address, so long as it remains in the Barcode and Delivery Address Zone.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction. When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.7.3 Barcode clear zone

Barcodes require a clear zone that must be kept blank (free of printing or other distractions) immediately above, below, and to the left and right of the barcode. This is to ensure that the barcode can be detected by the reader and processed correctly.

There must be a clear zone (no printing) around the barcode of at least 6mm to the left and right and at least 2mm from the top and bottom.

6mm 6mm 2mm 2mm

Non-address information, such as your reference codes, sort plan number, etc, may be located above the bottom two lines of the address block provided the barcode clear zone is observed. There is no requirement for this information to be left aligned.

2.7.4 Customer appended information in barcodes

The standard barcode contains 37 bars, however you have the opportunity to include your own information in 52 or 67 length 4-state barcodes. This information can be used to monitor mail returns for campaigns or orders. The information is encoded and included in the additional bars. See section 6.2 Printing the barcode

Customer information: 8 digits or 5 characters

Customer information: 15 digits or 10 characters

2.7.5 Address Matching Approval System (AMAS)

The Address Matching Approval System (AMAS) is designed to improve the quality of addressing. AMAS is a software approval program that provides a standard by which to test and measure the quality of address matching software and its ability to correctly assign a unique Delivery Point Identifier (DPID) to each address record.

To obtain AMAS approved software, a list of software vendors is available on the Australia Post website at **auspost.com.au/amas**.

2.7.6 Unbarcoded articles

It is important to note that not all addresses may result in a barcode assignment. To reduce the incidence of multiple lodgements from the same source data, there is the option to lodge barcoded and unbarcoded PreSort Letters together as a single lodgement using the same lodgement documentation.

It is a requirement of the service that *all addresses within the lodgement* are presented to current AMAS software and a DPID assignment attempted. You may be requested to provide an Address Matching Processing Summary Report as evidence.

There is no restriction on the quantity of unbarcoded articles that may be included as part of a lodgement, provided that the lodgement meets the minimum volume of 300 barcoded articles.

Identical addressing conditions apply for barcoded and unbarcoded articles in a lodgement.

2.8 Adding logos, advertising and other printing

Logos, advertising content and other printing may be added on the front and back of articles, providing that it does not obscure the inscriptions in the postage zone and the return address zone.

Remember to observe the clear zone around the barcode – see section 2.7.3.

2.9 Non compliance

Acceptance staff at the lodgement facility will perform an inspection to determine if a lodgement satisfies the access conditions and barcodes are valid.

If articles within a lodgement do not satisfy the PreSort Letters conditions, you have the option of:

(a) withdrawing the lodgement, modifying and re-presenting it at a later date

(b) where barcodes are correct and current against the latest version of the Postal Address File, lodging the articles at either the full rate ordinary prices applicable at the time, or Clean Mail if eligible

(c) where barcodes are incorrect, corrupt, out of specification or illegible, lodging barcoded articles at the full rate ordinary prices applicable at the time, and unbarcoded articles as Clean Mail if eligible.

2.10 Testing

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:

• shape

• window panel quality

• article colour, patterns or watermarks

• paper stock quality

• plastic wrapping

• flexibility

• positioning of logos, advertising and other printing.

Testing involves processing a sample of articles to determine if they are suitable for machine processing. Articles that pass the test will be accepted at the relevant price, provided that all other requirements have been met.

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

Barcode Quality Program

Australia Post provides the Barcode Quality Program (BQP) to both customers and suppliers to test the quality of barcodes prior to the print production stage. Information on BQP is available on the Australia Post website at **auspost.com.au/bqp**.

Enquiries about barcode readability should be directed to **BQPHelp@auspost.com.au**.

2.11 Summary checklist

PreSort Letters 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 guidelines are followed for plastic wrapping.
- ✔ Ensuring all inscriptions, including the indicia, are displayed on the article.
- ✔ Ensuring all correct addressing guidelines are followed.
- ✔ Ensuring all elements of barcoding are followed.

3. PreSort Letters lodgement

3.1 Lodgement overview

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

The diagram below illustrates the steps to lodge PreSort Letters. Each requirement is covered in detail throughout the section.

1	**Apply** to use the service	3.2
2	Choose **sort categories**	3.4
3	Prepare the **letter trays**	3.5
4	Prepare and affix **tray labels** for each letter tray	3.6
5	Complete the **lodgement documentation**	3.8

You're now ready to lodge

▼ Sorting and lodgement summary flowchart

Do you have approval to lodge PreSort Letters?
— **No** → Complete *PreSort Letters application* form.

Yes ↓

Does the lodgement contain at least 300 barcoded articles?
— **No** → **Ineligible for PreSort Letters service. Lodge as Full Rate Ordinary Letters, or Clean Mail.**

Yes ↓

Are there at least:
- 300 barcoded articles; or
- 4kg of barcoded articles (excluding tray weight)

sorted to a single sort plan as per the Barcode Sort Plan?

— **No** → Separate barcoded articles from unbarcoded articles.

Yes ↓ | **Barcoded** ↓ | **Unbarcoded** ↓

Calculate the prices for Direct trays:
- Same state
- Other state

Calculate the prices for Residue trays.

Calculate the prices for Unbarcoded trays.

↓

| | If there are 2,000 or more articles then separate into eight states – see 3.5.1. | If there are 2,000 or more articles then separate into eight states – see 3.5.1. |

↓

Direct:
Face all articles in the same direction.
Place into letter trays.
Complete Direct tray (BSP) labels:
- Name and telephone of mailer
- Job number
- Lodgement date.

Residue:
Face all articles in the same direction.
Place into letter trays.
Complete Residue tray labels:
- Name and telephone of mailer
- Job number
- Lodgement date.

Unbarcoded:
Face all articles in the same direction.
Place into letter trays.
Complete Unbarcoded tray labels:
- Name and telephone of mailer
- Job number
- Lodgement date.

↓

Is the lodgement metered?
— **No** → **Are there at least 2,000 articles?**
— **No** →

Yes ↓ | **Yes** ↓ |

Complete *Meter lodgement document* and submit with lodgement at approved facility.

Complete *PreSort Letters lodgement document* and *Supporting document* and submit with lodgement at approved facility.

Complete *PreSort Letters lodgement document* and submit with lodgement at approved facility.

3.2   Applying for PreSort Letters

You need to apply to use the service so that lodgement facilities can be nominated. On approval, you can commence lodgement of articles.

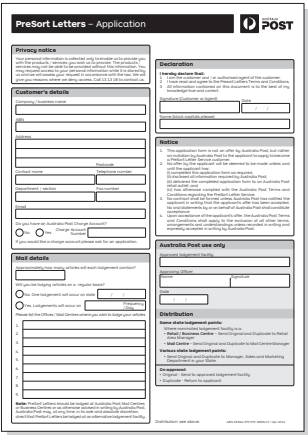The *PreSort Letters Application* (8835117) is available at all post offices and should be presented to the mail centre or business centre where lodgements will be made.

Normally, Australia Post grants approval to lodge articles only at mail centres or business centres. Exceptionally, a Retail Area Manager may approve a lodgement at a post office. Australia Post reserves the right to vary the approved lodgement facility at any time.

3.3   First lodgement

It is recommended that you submit sample articles to Australia Post for testing of barcode accuracy and readability, prior to lodging PreSort Letters for the first time.

Information relating to the Barcode Quality Program is available on the Australia Post website at **auspost.com.au/bqp**.

3.4   Sort categories

To ensure optimum delivery of PreSort Letters articles, you need to prepare and lodge articles correctly.

You have the choice to sort articles according to the following sort categories:

Sort category	Description	To qualify
Direct trays	• Barcoded • Sorted to the BSP • Plastic wrapping permitted for Small and Small Plus articles	The minimum quantity is 300 articles (or 4kg of article weight, excluding the weight of the tray) per postcode range. Remaining barcoded articles become "Residue".
Residue trays	• Barcoded • Not sorted	Where there are insufficient barcoded articles to make a Direct tray. No minimum quantity. (The total lodgement must contain at least 300 barcoded articles.)
Unbarcoded trays	• Not barcoded • Not sorted	Articles that are not barcoded. No minimum quantity. (The total lodgement must contain at least 300 barcoded articles.)

3.4.1 Barcode Sort Plan (BSP)

The Barcode Sort Plan (BSP) allocates every Australian postcode into a specific range, allowing Australia Post to efficiently provide articles to their point of delivery, and is regularly updated (refer table). To ensure the current sort plan is used, download it from the Australia Post website **auspost.com.au/sortplans**.

Version number	Release date	Active date	Expiry date
VYYYY1	1 February	1 March	31 August
VYYYY2	1 August	1 September	28/29 February

▼ Part of the Barcode Sort Plan – BSP numbers and associated postcode ranges

Valid from 1 March 2015 to 31 August 2015

Denotes changes made from previous plan

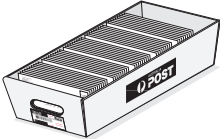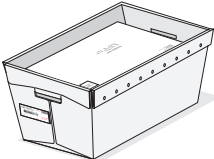| Plan No.	Postcode ranges
Northern Territory	
001	0800–0859; 0880–0909
002	This plan is allocated to Queensland
New South Wales	
003	1637–1640; 1650–1669; 2074–2075; 2084–2087; 2092–2108
004	1612–1636; 1641–1645; 1670–1674; 1680–1689; 1710–1724; 1771; 2072–2073; 2076–2083; 2109; 2112–2114; 2118–2122
005	1725–1738; 1755–1770; 1775

Upon lodgement, Australia Post staff perform a check to determine if articles have been sorted correctly. Australia Post reserves the right to reject a lodgement if an unacceptable number of articles are incorrectly sorted.

3.5   Preparation of letter trays

Obtain letter trays at no cost from your lodgement facility.

The process for preparing and sorting Direct trays, Residue trays and Unbarcoded trays is as follows:

- face all articles in the same direction
- sort the articles in ascending postcode order (preferred but not mandatory)
- do not bundle or tie the articles
- place the articles into letter trays as follows:

Size category	Tray use
Small, Small Plus	In small letter trays, with the addresses facing the front (label end) of the tray.
	The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).
Large	In large letter trays, with the addresses face up and with the postage zone imprint at the label end of the tray.
	To facilitate ease of handling we recommend that large letter trays should not be filled above the handle holes.
	The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).

If you have articles for both Priority and Regular delivery standards then place them in separate trays. The Regular delivery standard must be used for all Promo Post articles and Large size Charity Mail articles.

Overflow Direct trays can be lodged. An overflow tray is a less-than-full tray that contains all articles remaining after the preparation of full trays for the same sort plan BSP number. A maximum of one overflow tray for each sort plan BSP number is permitted.

3.5.1   State separation of Residue trays and Unbarcoded trays

Where there are 2,000 or more Residue articles, or 2,000 or more Unbarcoded articles, then separate the articles into state based trays as follows:

For volumes of:	Then:
Less than 2,000 articles	Affix tray labels for the state where the lodgement is occurring
2,000 or more articles	Separation of articles by state is required, as follows:
	• place articles into separate trays for each state – NSW, ACT, VIC, QLD, SA, WA, TAS and NT as defined in the Barcode Sort Plan
	• affix tray labels for the state of the destination.

3.6   Completing tray labels

Tray labels must be correctly completed and affixed to each tray.

3.6.1   Preprinted tray labels

Australia Post provides preprinted tray labels at no cost.

Order or obtain these labels from your local lodgement facility. Order forms may also be printed or downloaded from the Australia Post website **auspost.com.au/traylabels**.

The process for completing preprinted tray labels is as follows:

❶ Write your name and telephone including area code in the Sender space.

❷ Write your Job Number in the Job No. space (this number is optional, and is created by and relevant to you and should match with lodgement documentation).

❸ Write the lodgement date in the Lodgement Date space (this is optional for Priority delivery, but must be the correct date of lodgement if shown).

▼ Direct tray labels (Priority delivery and Regular delivery)

▼ Residue tray labels (Priority delivery and Regular delivery)

▼ Unbarcoded tray labels (Priority delivery and Regular delivery)

3.6.2 Labelling software

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**. Third party software must be approved by Australia Post prior to use.

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.

Please note that Print on Demand labels contain prepopulated information and differ in appearance to preprinted labels.

▼ Example VISA Direct tray labels (Priority delivery and Regular delivery)

3.6.3 How to affix tray labels to letter trays

Label pockets are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

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

3.7 Preparing a small volume lodgement

If you are lodging less than 2,000 articles, Australia Post suggest you consider the following simplest lodgement:

- Place all the barcoded articles in trays and affix completed Residue tray labels for the state of lodgement
- Place any unbarcoded articles in separate trays and affix completed Unbarcoded tray labels for the state of lodgement.

Small volume lodgements do not normally need to consider Direct trays, as it is unlikely that there will be at least 300 barcoded articles addressed to a single sort plan number.
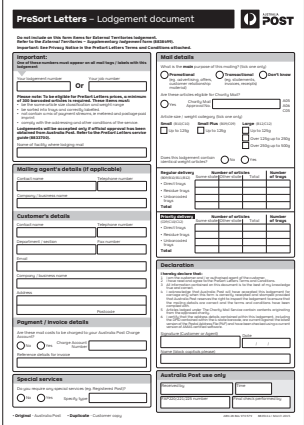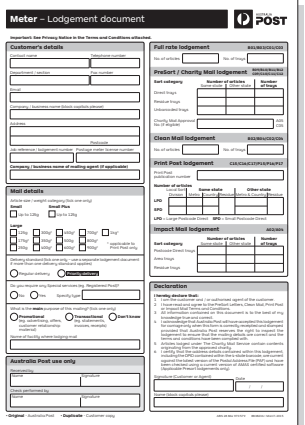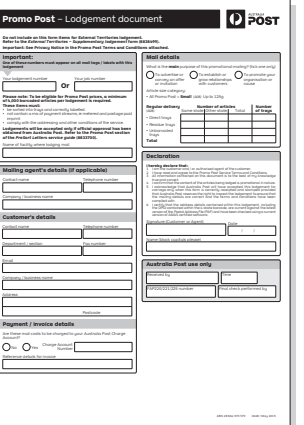
3.8 Lodgement of articles

Once a lodgement is prepared and sorted, complete the required lodgement document(s) and lodge your articles.

All articles in the lodgement must be within the same size and weight category.

3.8.1 Lodgement documents

The type of documentation will vary depending upon whether a postage meter has been used. Obtain these documents from your local lodgement facility or download from **auspost.com.au/presort** and **auspost.com.au/metering**. Please ensure that you are always using the latest version of the documents.

Non-metered articles	Metered articles	Promo Post articles
PreSort Letters lodgement document (8835114)	*Meter lodgement document* (8838236)	*Promo Post lodgement document)*

AMAS Declaration

The lodgement documents include a mandatory customer declaration certifying that current AMAS approved software is in use and that the DPIDs contained within address records used to produce the mailing are valid against the latest version of the PAF.

3.8.2   AMAS Address Matching Processing Summary Report

If you repeatedly present articles that are subsequently rejected due to incorrect assignment of DPIDs, Australia Post reserves the right to request subsequent lodgements be supported with documentary evidence that the addresses have been processed against the latest version of the PAF. To assist in this regard, it is mandatory for AMAS approved batch software to generate an Address Matching Processing Summary Report.

AMAS software details	Database / list owner's details
Company name:	List processor's name: [1]
Software name and version:	Date list processed:
Date software certified:	Processed against PAF version number:
	Name of address list:

Processing results	
Records matched and DPID appended:	
Records amended and DPID appended:	
Records not matched – no DPIDs:	
Total records:	

Signature of compliance	
I certify that this information is true and accurate -	
Name of list manager / owner:	
Signature of list manager / owner:	
Address:	
Phone number:	
Date:	

The report format and content is indicative of the type of information to be produced by AMAS Address Matching Processing batch software on each execution of a matching submission so that users have the appropriate evidence to support lodgements when requested to do so.

---

1 The *List Processor's Name* is the name of the company or organisation assigning the DPIDs via the AMAS approved software.

3.8.3 Supporting document

Each lodgement in excess of 2,000 articles requires a *PreSort Letters Supporting Document*. There is no standard form provided by Australia Post, so create your own supporting document – a simple Word (or equivalent) document suffices.

The minimum description requirements are provided in the following table.

Sort category	List the number of articles and trays
Direct trays	❶ for each Sort Plan Number
	❷ for each state and territory
	❸ the total for Direct trays
Residue trays	❹ for each state and territory
	❺ the total for Residue trays
Unbarcoded trays	❻ for each state and territory
	❼ the total for Unbarcoded trays

▼ Example PreSort Letters Supporting Document

PreSort Letters supporting document   Date: **2/6/2014**

Customer: **ABC Company**   Job no.: **26154**

STATE: NEW SOUTH WALES

Direct tray	Sort plan no.	Volume	Trays	
	003	1955	9	◄ ❶
	004	908	3	
	005	1203	7	
	006	1505	7	
Direct tray subtotal		**5571**	**26**	◄ ❷
Residue tray		656	3	◄ ❹
Unbarcoded tray		875	3	◄ ❻
TOTAL: NEW SOUTH WALES		**7102**	**32**	

Lodgement summary	Volume	Trays	
Direct tray	**10012**	**45**	◄ ❸
Residue tray	**1153**	**5**	◄ ❺
Unbarcoded tray	**1120**	**4**	◄ ❼

3.8.4   Where and when to lodge

Articles must be presented during business hours at an approved lodgement facility, or designated interconnect facility in the case of articles transported interstate by carriers other than Australia Post. See section 3.8.5 Interconnect option. To change your approved lodgement facility, complete and submit a *PreSort Letters Application* (8535117).

Due to limited spare capacity at some lodgement facilities you are requested to provide advance notice to the Officer-In-Charge of the facility for lodgements over 50,000 articles, no later than Friday of the week prior to lodgement. If you make regular lodgements at the same facility you can request a standing lodgement arrangement and avoid the need for notification.

For the delivery timetable to apply on the day of receipt, lodgements of PreSort Letters must be made during the business hours applicable to the lodgement facility involved, but no later than 6pm.

3.8.5   Interconnect option

You have the option to arrange your own interstate transport to interconnect with Australia Post's letters service network at *designated interconnect facilities* in the state of destination and benefit from cheaper same state prices. A list of interconnect facilities is in the table below.

Complete an application form, *PreSort Letters Application* (8835117), nominating the facility(s) where the articles are to be presented for lodgement and forward the application to the Australia Post contact as listed at the front of this guide.

Supporting lodgement documentation is required at the time of mailing.

Designated interconnect facilities

New South Wales		
Sydney West Letters Facility 2 Weeroona Road STRATHFIELD NSW 2135	Central West Mail Centre 9–11 Coventry Street KELSO NSW 2795	Hunter Region Mail Centre 21 Callistemon Close WARABROOK NSW 2304
South Coast Mail Centre 112–116 Auburn Street WOLLONGONG NSW 2500	New England Mail Sorting Centre 8–12 Goonan Street TAMWORTH NSW 2340	Northern Rivers Mail Sorting Centre 117 Johnson Street CASINO NSW 2470
Mid North Coast Mail Sorting Centre 49–51 Nance Road KEMPSEY NSW 2440	Murray Region Mail Sorting Centre 54 Catherine Crescent LAVINGTON NSW 2641	Riverina Mail Sorting Centre 18 Riedell Street WAGGA WAGGA NSW 2650

Australian Capital Territory
Canberra Mail Centre 8 Nyrang Street FYSHWICK ACT 2609

Victoria		
Dandenong Letters Centre 120 Nathan Road DANDENONG SOUTH VIC 3175	Geelong Mail Centre 328–330 Melbourne Road GEELONG NORTH VIC 3220	Ballarat Mail Centre 13 Coronet Street WENDOUREE VIC 3355
Bendigo Mail Centre 14–16 Deborah Street GOLDEN SQUARE VIC 3555	Seymour Mail Centre 83 Redbank Road SEYMOUR VIC 3660	Gippsland Mail Centre 8–20 Bridle Road MORWELL VIC 3840

Queensland		
Heathwood Mail Centre Region 160 Stradbroke Street HEATHWOOD QLD 4110	Northgate Mail Centre Region 129 Toombul Road NORTHGATE QLD 4013	Bundall DF 26 Crombie Avenue BUNDALL QLD 4217
Toowoomba Region 330 Stenner Street TOOWOOMBA QLD 4350	Cairns Region 171/185 McCoombe Street BUNGALOW QLD 4870	Townsville Region 38 Morris Street West End TOWNSVILLE QLD 4810
Mackay Region 344 Bridge Road MACKAY QLD 4740	Rockhampton Region 40 Elphinstone Street NORTH ROCKHAMPTON QLD 4702	Nambour DF 30–46 Perwillowen Street NAMBOUR QLD 4560

| South Australia	Western Australia
Adelaide Mail Centre 272 Gouger Street ADELAIDE SA 5000	Perth Business Centre 125 Stirling Street PERTH WA 6000

Tasmania		Northern Territory
Hobart City 57 Mornington Road MORNINGTON TAS 7018	Launceston Mail Centre 244 Hobart Road YOUNGTOWN TAS 7249	Darwin Mail Centre 354 Stuart Highway WINNELLIE NT 0820

3.8.6 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 mail 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, you should ensure that each ULD is used as efficiently as possible.
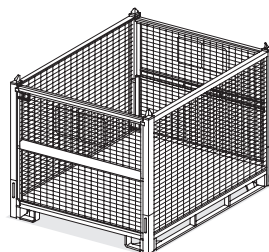
ULD labelling

It is a requirement that you affix a label to each ULD, containing the following information:

❶ the name of the Mailing Agent

❷ the delivery standard selected (Priority or Regular), in a **bold** font, of at least 18 point size. For Priority delivery, Australia Post recommends printing this section using white font on a black background where possible.

❸ the lodgement date (optional for Priority delivery, but must be correct if shown)

❹ the number of ULDs in the lodgement (eg 1 of 8, 2 of 8, etc)

❺ the gross weight (actual or deemed) of the ULD and its contents

❻ the Job Number (or reference), and customer name for each individual job contained in the ULD

❼ the number of trays for each individual job contained in the ULD (optional, but must be correct if shown).

Australia Post prefers ULD labels to be affixed on the front and back.

3.8.7 Use of pallets

Where pallets are used to transport articles to the lodgement facility, the dimensions of these pallets should conform with the Australian standards (1,165mm × 1,165mm) and the total load must weigh less than 600kg.

Pallets can only be used to transport articles to mail centres.

Australia Post does not accept responsibility for the pallets and will not accept any transfer of hiring charges.

3.9   Summary checklist

Lodgement of PreSort Letters articles involves:

- ✅ Applying to use the service.
- ✅ Choosing sort categories.
- ✅ Preparing the letter trays by placing the articles correctly in each tray.
- ✅ Completing and affixing tray labels correctly.
- ✅ Completion of a lodgement document.
- ✅ Completion of a *Supporting Document*, if required.
- ✅ Completing and affixing Mail Identification Labels to ULDs.
- ✅ Priority and Regular articles are lodged separately. The Regular delivery standard must be used for Large size Charity Mail articles.
- ✅ Lodgement of articles at an approved lodgement facility.
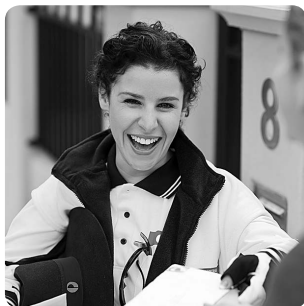
4. Promo Post

4.1   What is Promo Post?

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

4.2   Why use Promo Post?

With Promo Post, you can:

• lodge bulk mailings of 4,000 or more barcoded articles

• leverage benefits of having your mail barcoded and sorted

• access lower prices for mailings of barcoded small articles provided they are promotional in nature.

4.3   What qualifies for Promo Post?

The minimum quantity is 4,000 barcoded articles per lodgement.

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* which can be found at **auspost.com.au/promopost**.

The *Promo Post Service Terms and Conditions* are available on Australia Post's website at **auspost.com.au/terms**.

4.4   How to apply

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.

4.5 Preparation basics

Information in this section is designed to provide an overview of Promo Post article preparation. More detailed information can be found in the PreSort Letters preparation and barcoding print specification sections.

To qualify for Promo Post, you need to meet Australia Post's article requirements.

4.5.1 Article size, weight and type requirements

Promo Post is only available for the *Small* size category. Articles can weigh up to 125 grams.

	Small
Maximum weight	125g
Minimum size	88 × 138mm
Maximum size	130 × 240mm
Maximum thickness	5mm
Shape	Oblong†
Common examples	DL (110 × 220mm) C6 (114 × 162mm)

† Oblong: deviating from a square by being elongated in one direction. It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

Articles can be either envelope or postcards, and plastic wrapped articles are accepted provided they are in direct trays. **Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.**

4.5.2 Correct addressing requirements and barcoding

You need to pay particular attention to addressing and barcoding. Detailed information on printing the 4-state barcodes can be found in section 6 Barcoding print specifications.

Articles need the addressed side to be printed with:

❶ the Postage Paid Imprint (unless a postage meter is used)

❷ the return address, preferred here or on the back

❸ an AMAS certified barcode where assigned, and a delivery address that observes the correct addressing conditions (as detailed in section 2 PreSort Letters preparation).
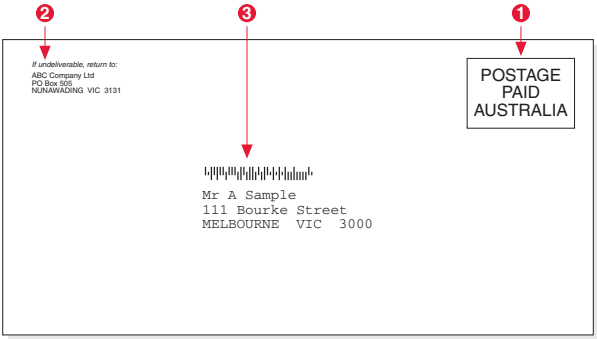
4.6   Lodgement basics

More detailed information can be found in the PreSort Letters lodgement section.

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**.

4.6.1   Lodgement documentation

Upon lodgement, you need to provide:

• the *Promo Post lodgement document* (if e-LMS lodgement unavailable)

• two unsealed samples of the articles, including their envelope.

See section 3.8.3 for Supporting document requirements.

4.6.2   Where and when to lodge

Articles must be presented during business hours at an approved Australia Post Business Centre, Business Hub or Bulk Dock. A list of approved lodgement facilities can be found at **auspost.com.au/promopost**.

4.7   Delivery standards

Promo Post is delivered Monday to Friday with letters and other mail.

Promo Post articles are only accepted for the Regular delivery standard. See section 1.7 for more information.

4.8   What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any post office, or downloaded from **auspost.com.au/postguides**.

Promo Post prices are applicable only for promotional *barcoded small PreSort Letters articles*.

The prices for Promo Post articles vary by destination state and the sort category.

Size category	Weight up to	Regular delivery		Residue trays	Unbar-coded trays
		Direct trays			
		Same state	Other state		
Small	125g	✓	✓	✓	✓

Articles attract same state prices when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan). 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.

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

4.9   Summary checklist

The key points covered in this section include:

✅ The main purpose of articles must be self-assessed as being promotional in nature using the *Mail Type Reference Guide* that can be found at **auspost.com.au/promopost**.

✅ There must be at least 4,000 barcoded promotional mail articles.

✅ Promo Post is available for *Small* size category articles only.

✅ Articles can be either envelopes or postcards. Plastic wrapped articles are also accepted provided they are in direct trays.

✅ All conditions of PreSort Letters apply – correct addressing conditions may apply.

✅ Promo Post articles are only accepted for the Regular delivery standard.

✅ Promo Post lodgements are made through e-LMS. If e-LMS is unavailable, use the *Promo Post lodgement document* available online.

✅ Lodgement is available only through selected Australia Post Business Centres, Business Hubs and Bulk Docks.

✅ Two unsealed sample articles must be provided upon lodgement.

✅ Prices can be located in the *Post charges* booklet (8833665) and the Australia Post website **auspost.com.au**.

5. Charity Mail

## 5.1   What is Charity Mail?

Charity Mail is an Australia Post service for the delivery of *barcoded PreSort Letters articles* from income tax exempt charities.

All mailings must meet the conditions of PreSort Letters to access Charity Mail rates.

5.2   Why use Charity Mail?

With Charity Mail, you can:

• access lower prices for mailings of barcoded articles provided they are from income tax exempt charities

• access the Regular delivery service at reduced prices

• use the Registered Post service in conjunction with the Charity Mail service.
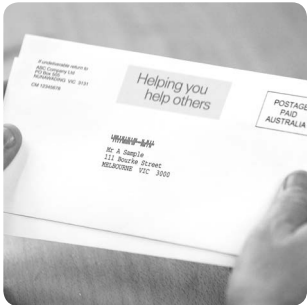
5.3   What qualifies for Charity Mail?

To be eligible for Charity Mail:

• organisations must be endorsed by the Australian Taxation Office as an Income Tax Exempt Charity (ITEC)

• you need to meet Australia Post's PreSort Letters requirements

• the minimum quantity is 300 barcoded articles per lodgement

• each lodgement must consist of articles within the same size category.

5.3.1   Examples of eligible mailings

A mailing from a charity promoting a fundraising event contains an advertising flier promoting the goods or services of a sponsor(s) of the charitable event.	✔ The mailing substantially relates to the charitable purpose and the promotional material is incidental to the purpose of the mailing.
A mailing from a charity contains a letter promoting a charitable event that contains promotional copy within the letter promoting a sponsor's product.	✔ The mailing substantially relates to the charitable purpose and the promotional copy is incidental to the purpose of the mailing.
A mailing from an approved charity (say public university) containing enrolment confirmations.	✔ The mailing content contains material entirely from the university.

5.3.2 Examples of ineligible mailings

An approved charity sends out a mailing containing material solely from another organisation that is unrelated to the purpose of the charity, such as monthly invoices.	✘ The mailing is unrelated to the charitable purpose of the charity.
A non-ITEC approved organisation sends out a mailing promoting to its customers a charity golf day where the proceeds from the event benefit an approved ITEC organisation.	✘ The mailing is generated by a non-ITEC approved organisation.
A school that is non-ITEC approved, but has a related entity that operates a foundation that is ITEC approved. The school is ineligible to access Charity Mail prices and the foundation cannot be used to send out mail on behalf of the school.	✘ This example assumes that the school and foundation have different ABNs. As the school related mailing is from a non-ITEC approved organisation it is ineligible for Charity Mail prices.

5.4   How to apply

To qualify for access to Charity Mail, charities must apply to Australia Post.

A *Charity Mail Application* form (8838713) must be completed which is available at the Australia Post website **auspost.com.au/charitymail** and also available from any post office.

Eligible Charities must provide a copy of their Endorsement as an "Income Tax Exempt Charity" (ITEC) from the Australian Tax Office (ATO), attached to their application.

The Organisation named in the ATO issued ITEC letter will need to match the details contained in the application form.

Once your application is approved Australia Post will issue a letter granting access to Charity Mail prices to the organisation named in the ATO ITEC approval letter. The letter will also provide an 8-digit approval (identification) number, which will need to be quoted for each mailing.

5.4.1 Period of approval

The authorisation to lodge at Charity Mail prices will continue until such time as an organisation's ITEC status has been revoked by the ATO. The onus will be on the relevant organisation to notify Australia Post of any changes in status.

Australia Post reserves the right to withdraw or suspend approval in instances where inappropriate use of the service is detected.

5.4.2 Charity Mail Approval Number

To access Charity Mail prices, an inscription (CM) followed by the eight digit approval number must appear on each article, eg "CM 12345678" – see section 5.5.2.

The requirement to print the inscription on each article will assist in ensuring that only approved organisations can access Charity Mail prices.

5.5   Preparation basics

Information in this section is designed to provide an overview of Charity Mail article preparation. More detailed information can be found in the PreSort Letters preparation and barcoding print specification sections.

To qualify for Charity Mail, you need to meet Australia Post's article requirements.

5.5.1   Article size, weight and type requirements

Charity Mail is only available for the *Small* and *Large* size categories. All articles in a lodgement must be within the same size category.

Large articles are only accepted for the Regular delivery standard.

Articles can weigh up to 125 grams.

	Small	Large
Maximum weight	125g	125g
Minimum size	88 × 138mm	—
Maximum size	130 × 240mm	260 × 360mm
Maximum thickness	5mm	20mm
Shape	Oblong[†]	Rectangular*
Common examples	DL (110 × 220mm) C6 (114 × 162mm)	C5 (162 × 229mm) B5 (176 × 250mm) B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)

† Oblong: deviating from a square by being elongated in one direction. It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

* A square is an equilateral rectangle.

Articles can be either envelopes or postcards. Plastic wrapping is acceptable for Small articles (lodged in Direct trays only, see section 3.4) as well as Large articles. **Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.**

5.5.2   Correct addressing requirements and barcoding

You need to pay particular attention to addressing and barcoding. Detailed information on printing the 4-state barcodes can be found in section 6 Barcoding print specifications.

Articles need the addressed side to be printed with:

❶ the Postage Paid Imprint (unless a postage meter is used)

❷ the return address, preferred here or on the back

❸ the CM inscription/number. The inscription may be preprinted on the article (front or back of the article is acceptable), or printed above the address block.
The inscription must be clearly visible when the articles are presented for lodgement.

❹ an AMAS certified barcode where assigned, and a delivery address that observes the correct addressing conditions (as detailed in section 2 PreSort Letters preparation)

❺ the Priority delivery indicator, if this delivery service is selected.
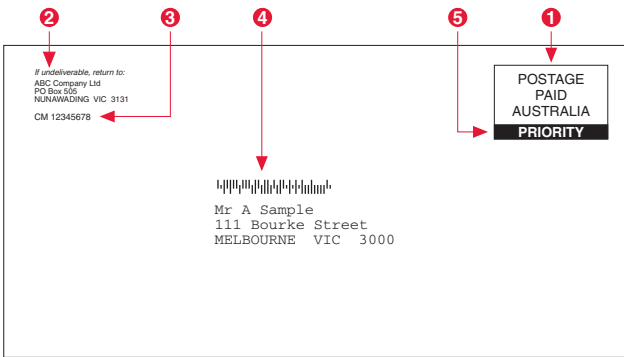
5.6   Lodgement basics

More detailed information can be found in the PreSort Letters lodgement section.

Use the *PreSort Letters lodgement document* (8835114), which includes:

• space to record the eight digit Charity Mail approval number

• a declaration acknowledging compliance to the conditions applicable to the service.

The authorisation to lodge at Charity Mail prices will continue until such time as an organisation's ITEC status has been revoked by the ATO. The onus will be on the relevant organisation to notify Australia Post of any change in status.

5.7   Delivery standards

Charity Mail is delivered Monday to Friday with letters and other mail.

Two delivery standards are available: Priority delivery and Regular delivery. Large size category articles are only accepted for the Regular delivery standard. See section 1.7 for more information.

5.8   What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any post office, or downloaded from **auspost.com.au/postguides**.

The prices for Charity Mail articles vary by size category, the sort category, the destination state and the delivery standard, as displayed in the following table:

Size category	Weight up to	Priority delivery				Regular delivery			
		Direct trays		Residue trays	Unbar-coded trays	Direct trays		Residue trays	Unbar-coded trays
		Same state	Other state			Same state	Other state		
Small	125g	✔	✔	✔	✔	✔	✔	✔	✔
Large	125g	✘	✘	✘	✘	✔	✔	✔	✔

Articles attract same state prices when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan). 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.

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.

5.9   Summary checklist

The key points covered in this section include:

- ✅ Charities must have Income Tax Exempt Charity (ITEC) approval from the Australian Tax Office.
- ✅ Charities must apply to Australia Post for an eight digit Charity Mail (CM) number, which must be printed on articles.
- ✅ There must be at least 300 barcoded articles.
- ✅ Available for *Small* and *Large* size category articles only.
- ✅ Articles can be either envelopes or postcards. Plastic wrapped articles are also accepted (provided Small articles are lodged in Direct trays).
- ✅ All conditions of PreSort Letters apply – correct addressing conditions may apply.
- ✅ Charity Mail is available at Priority and Regular delivery standards. Large size category articles are only accepted for the Regular delivery standard.
- ✅ Prices can be located in the *Post charges* booklet (8833665).

6. Barcoding print specifications

6.1 The Postal Address File (PAF)

The PAF is a national reference file which contains all the addresses to which Australia Post delivers and their associated unique Delivery Point Identifier (DPID).

The mandatory PAF for barcoding purposes is available according to the following quarterly release schedule. Please refer to your AMAS software supplier for other options if you require a more frequent update.

PAF version	Release to AMAS vendors	Issue to end users	PAF expiry date
VYYYY.1	15 October	15 November	31 March
VYYYY.2	30 January	28 February	30 June
VYYYY.3	1 May	31 May	30 September
VYYYY.4	1 August	31 August	31 December
VYYYY.5	15 October	15 November	31 January

AMAS software suppliers are required to supply end-users with the latest version of the PAF within 30 days from the end of the month of the updates being supplied to them. This provides end-users with a minimum of one month to install the new data files and test their systems. It is not necessary to wait until the last permissible use date before the updated release of the PAF is used.

6.1.1 PAF Incremental Changes File

The PAF Incremental Changes File (ICF) is a list of DPIDs where changes have occurred to addresses between one release of the PAF to the next. It is designed to assist organisations that store DPIDs within databases and maintain their currency of these DPIDs against the latest version of the PAF.

The PAF ICF is readily available through AMAS Vendors.

Record Action Codes

The PAF ICF contains *DPIDs*, *Record Action Codes* and *Address Component Indicators*.

The record action code signifies the type of change that has occurred to the associated address details of this DPID since the previous PAF was released.

The address component indicators signify which address components have changed.

The record action code	What it means
D (Delete)	The DPID and its associated address components have been deleted since the previous PAF was released.
M (Modify)	Some associated address components in the PAF have changed since the previous PAF was released. These records will contain values in the address component indicator fields to indicate which address fields have changed.
P (Primary)	The secondary address components associated with this Primary Point have either been modified or additional secondary points have been added.

The PAF ICF does not contain the DPID of any inserts. That is, it does not contain details of any new DPIDs that have been added to the PAF since the previous PAF was released.

DPID validation with the PAF Incremental Changes File

To maintain the currency of DPIDs stored in your database in order to obtain postal discounts, all addresses must be re-validated against the latest version of the PAF or processed by exception by using the PAF ICF.

To ensure the correct usage of the PAF ICF, the following process must be employed:

1 Any DPIDs contained within the PAF ICF that are also stored within a customer's database must be removed from that database.

2 Those address records that have had their associated DPID removed may then be rematched against the latest PAF using AMAS approved address matching software.

Availability of the PAF ICF

The PAF ICF is made available with every general release of the PAF for production purposes.

It is released to all AMAS Software Developers and they are encouraged to develop software to assist their customers with resolving their unmatched addresses through its use. AMAS Software Developers developing software solutions using the PAF ICF must ensure the correct process is used for updating the DPID of address records where the DPID matches one contained in the PAF ICF.

The AMAS Program reserves the right to withdraw the use of the PAF ICF at any time if there is evidence that it is being used incorrectly resulting in DPIDs not being current against the latest version of the PAF.

PAF address amendments

In some instances the original address has been amended to match an address in the Postal Address File (PAF). You may choose to print either the original address as presented to the AMAS software, or the amended address as recorded in the PAF.

Matching below a DPID

In selected rural and remote locations Australia Post will permit AMAS software to assign a *Delivery Identifier* (DID). When an address record has been assigned a DID, the article should be presented in the correct sort plan.

6.2   Printing the barcode

The 4-state barcode must follow a particular barcode structure and format, as well as specific printing requirements as specified by Australia Post. This is to ensure the barcode is of a suitable standard for the Australia Post sorting equipment to read and process the barcoded articles efficiently.

6.2.1   Barcode length

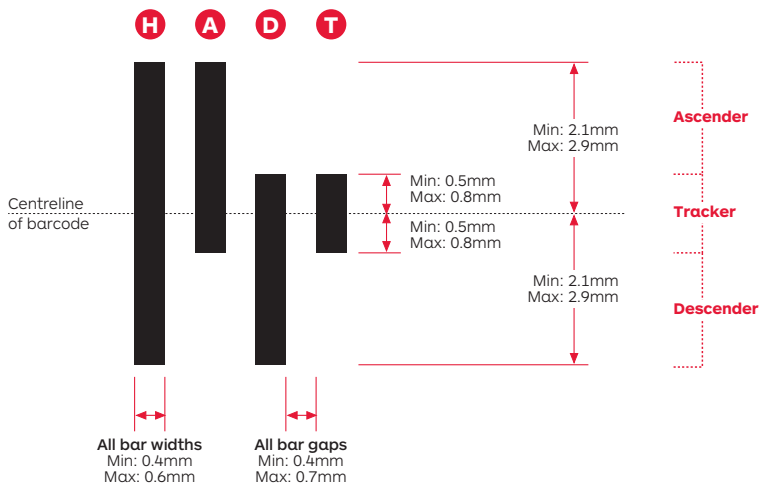When printed, each 4-state barcode has a minimum and maximum size it must comply with, as outlined below.

Barcode format	Minimum – maximum length
37	Min. 37.0mm – Max. 42.2mm
52	Min. 52.2mm – Max. 59.5mm
67	Min. 67.5mm – Max. 76.8mm

6.2.2   Bar dimensions

The individual bars and spaces within the barcode have their own minimum and maximum measurements. These are important because any major variations can cause the sorting equipment to reject the mail article.

Each of the four types of bars has a minimum and maximum width and height, and the bar gap (space between bars) has a minimum and maximum width.

Barcode element	Width (minimum – maximum)	Total height (minimum – maximum)
H	0.4mm – 0.6mm	4.2mm – 5.8mm
A	0.4mm – 0.6mm	2.6mm – 3.7mm
D	0.4mm – 0.6mm	2.6mm – 3.7mm
T	0.4mm – 0.6mm	1.0mm – 1.6mm
Bar gap (space)	0.4mm – 0.7mm	—

H **A** **D** **T**

Min: 2.1mm
Max: 2.9mm

Ascender

Centreline
of barcode

Min: 0.5mm
Max: 0.8mm

Tracker

Min: 0.5mm
Max: 0.8mm

Min: 2.1mm
Max: 2.9mm

Descender

All bar widths
Min: 0.4mm
Max: 0.6mm

All bar gaps
Min: 0.4mm
Max: 0.7mm

6.2.3 Barcode skew

When a barcode is printed on an article, occasionally it may not be printed straight ("skewed"). This can happen if the article was not lined up correctly when moving through the printer or the article shifted during the print process.

A certain amount of skew (called "tolerance") is allowed provided it is less than ± 5 degrees, as the sorting equipment is still able to read slightly skewed barcodes without causing any processing issues.

There are two types of skew:

Code skew – where the barcode is skewed in relation to the bottom edge of the article.
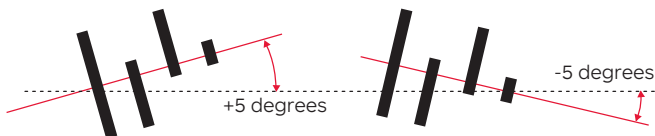
+5 degrees

-5 degrees

Bar Skew – where individual bars are skewed in relation to the centre line of the barcode.
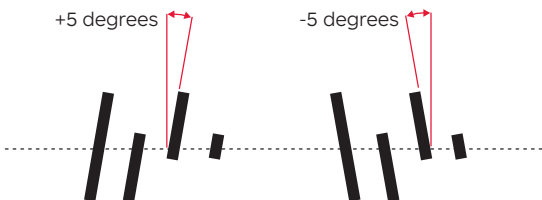
+5 degrees

-5 degrees

If a barcode is skewed both ways (code and bar), the combined skew must be less than 5 degrees.

6.2.4 Reflectance

"Reflectance" is the degree to which light reflects from a surface. Barcode reader devices are sensitive to the reflectance of the following:

• the printed barcode

• the space around the barcode

• the window material through which barcodes are scanned.

Spectral range

Barcode reader devices operate within the spectral range of 400 to 650 nanometers. Within this range, the following measurements must be met:

• maximum bar reflectance (Rb) is 25 per cent

• minimum space reflectance (Rs) is 50 per cent

The reflectance difference (MRD) must be greater than 50 per cent, where MRD is defined as follows:

MRD = Rs – Rb > 50 per cent

The Print Contrast Signal (PCS) must be greater than 0.75 where PCS is defined as follows:

$$PCS = \frac{Rs - Rb}{Rs} > 0.75$$

Opacity of the substrate

The material on which the barcode is printed (the "substrate") must be opaque, to prevent unwanted information showing through and obscuring the barcode. This requirement is met if the MRD is at least 50 per cent when the material is backed with a black surface having a reflectance below 5 per cent.

6.2.5 Barcode Quality Program

Australia Post provides the Barcode Quality Program (BQP) to both customers and suppliers to test the quality of barcodes prior to the print production stage. Information relating to the Barcode Quality Program is available on the Australia Post website at **auspost.com.au/bqp**.

7. PreSort Letters service Terms and Conditions

1   Introduction

1.1   These special service terms and conditions are supplementary to the *Australia Post Terms and Conditions*[1] and to the extent that any aspect of this special service is not expressly included herein, the *Australia Post Terms and Conditions* apply.

1.2   These special service terms and conditions apply when:

1.2.1   a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;

1.2.2   Australia Post accepts that application; and

1.2.3   the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

2   Interpretation

2.1   Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in the *Australian Postal Corporation Act 1989* and in the *Australia Post Terms and Conditions* provided, however, that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.

2.2   In these terms and conditions unless the contrary intention appears:

2.2.1   where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;

2.2.2   words importing a gender include any other gender; and

2.2.3   words in the singular number include the plural and words in the plural number include the singular.

2.3   "**Agreement**" means an agreement between Australia Post and a customer pursuant to clause 1.2.

2.4   "**Customer**" means a person who from time to time is approved by Australia Post as a customer of the service and any permitted transferee in respect thereof;

2.5   "**Insolvency Event**" means for any corporation, the liquidation, administration, official management, compromise, arrangement, amalgamation, reconstruction, winding up or dissolution or analogous occurrence of that corporation, and for a natural person means an assignment for the benefit of creditors, an arrangement or composition with creditors, bankruptcy, incapacity to deal with one's affairs, gaoling, death or analogous occurrence;

2.6   "**Letters**" means large and small letters as defined in the *PreSort Service Guide* 8833700;

2.7   "**Mailing Conditions**" means the conditions set out in the *PreSort Service Guide* 8833700 or equivalent publication published by Australia Post from time to time;

2.8   "**Service**" means the PreSort Letter Service which is a special service available to customers who lodge 300 or more letters in accordance with the mailing conditions and providing the customer with reduced postage rates.

3   Rates and Charges

3.1   The customer shall pay to Australia Post the postal charges for the provision of the service as determined by Australia Post.

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1   The Australia Post Terms and Conditions are available for perusal at post offices and on Australia Post's website at **auspost.com.au/terms**.

3.2 The charges referred to in clause 3.1 shall be payable in cash at the time of lodgment of the letters or, where the customer has entered into an agreement with Australia Post for a charge account, charged to that charge account.

3.3 Notwithstanding any termination of this agreement, a person shall remain liable to pay to Australia Post any charges, fees or postage due for articles carried pursuant to these terms and conditions.

4   Customers Warranty

4.1 The customer warrants and agrees that:

4.1.1 it has obtained the approval of Australia Post to use the service at the approved lodgment point/s; and

4.1.2 all letters comply with the requirements set out in the Mailing Conditions current as at the date of lodgment of such letters.

4.2 The customer shall indemnify Australia Post against any loss or damage arising from a breach of any of the warranties in clause 4.1.

5   Discretionary Carriage and Lodgment

5.1 Australia Post may, in its sole and absolute discretion:

5.1.1 refuse to carry; or

5.1.2 charge the customer postage at ordinary post rates in respect of letters lodged contrary to clause 4.1.

5.2 Australia Post may, in its sole and absolute discretion, direct a customer to lodge letters at any Australia Post lodgment facility.

6   No Other Service

6.1 The service cannot be used in conjunction with any other Australia Post services except as otherwise provided under a separate written agreement between a customer and Australia Post.

7   Assignment

7.1 This agreement shall not be transferred without the prior written consent of Australia Post. Any purported transfer without such consent shall be void and of no effect.

7.2 Where the customer, being a partnership, is reconstituted by the retirement or addition of partners, the reconstituted partnership is deemed to be the customer.

8   Limitation of Liability Release and Indemnity

8.1 Subject to clause 8.2 and the Australia Post Terms and Conditions, Australia Post shall not be liable to any person (whether in contract, tort or otherwise) for any loss or damage suffered, or that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the provision of the service, or any other matter or thing relating to this agreement.

8.2 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or implied, in respect of the service and the carriage of letters pursuant to this agreement. Where the law precludes such exclusion and implies certain conditions and warranties into this agreement, the liability of Australia Post for breach of such condition or warranty shall be limited, at the option of Australia Post, to any one or more of the following:

8.2.1 supplying the service again; or

8.2.2 payment of the cost of having the service supplied again.

8.3 The customer shall liaise and indemnify Australia Post against any loss or damage whatsoever which Australia Post may suffer as a result of any action, proceeding, claim, demand or prosecution arising from the provision of the service, or any other matter or thing arising as a result of this agreement, including loss or damage arising from the negligent acts or omissions of Australia Post, pursuant to this agreement.

9 Force Majeure

9.1 Australia Post shall not be in default under the terms of this agreement nor liable for failure to observe or perform in accordance with any provision of this agreement for any reason or cause which could not with reasonable diligence be controlled or prevented by it, including without limitation, war, insurrection, riot, civil commotion, strikes, lock-outs, labour or industrial disputes, acts of God, acts of Governments or flood, storm, tempest, power shortages or power failure, inability to obtain sufficient labour, raw materials, fuel or utilities. During the period of an incident or incidents of "Force Majeure" this agreement shall be suspended and delivery will recommence after the incident or incidents of "Force Majeure" end.

10 Merger

10.1 All the rights, immunities and limitations of liability in this Agreement shall continue to have their full force and effect in all circumstances notwithstanding any breach of contract or of any conditions hereof by Australia Post.

11 Termination

11.1 Australia Post may, in its sole and absolute discretion, terminate this agreement and/or any approval granted to a customer to use the service, effective immediately, on written notice to the customer where:

11.1.1 the customer breaches or otherwise acts in a manner contrary to the Act, Regulations, Australia Post Terms and Conditions, Mailing Conditions or other written instructions published by Australia Post;

11.1.2 the customer fails, refuses, neglects or otherwise omits to properly discharge and perform any of its obligations under this agreement;

11.1.3 the customer fails, refuses, neglects or otherwise omits to remedy any breach of this agreement as and when required to do so by Australia Post; or

11.1.4 an insolvency event occurs in relation to the customer.

11.2 Australia Post may, without cause, in its sole and absolute discretion, terminate this agreement and/or any approval granted to a customer to use the service on fourteen days written notice to the customer.

12 Variation

12.1 These terms and conditions may be varied or added to from time to time by Australia Post by notice in writing to the customer.

13 Notice

13.1 Any notice required to be served by or under these terms and conditions shall be sufficiently given to the customer if left at or sent by post addressed to the customer at its last known or usual place of address and to Australia Post if sent by post to the appropriate State Administration at its current address.

14 Conditions of Carriage

14.1 This agreement shall not constitute or imply any agreement between Australia Post and the customer (or any undertaking or obligation whatsoever on the part of Australia Post) with respect of the carriage of any postal article. The *Australian Postal Corporation Act 1989*, the Regulations and the *Australia Post Terms and Conditions* and other written instructions published by Australia Post from time to time shall apply to the carriage of articles issued pursuant to the service except to the extent that they are inconsistent with this agreement.

15 Law

15.1 This agreement is governed by, and shall be construed in accordance with the laws in force in the State of Victoria and the courts and registries of courts in that State shall have jurisdiction in the event of a dispute.

16 Whole agreement

16.1 Subject to clause 1.1 this agreement contains the whole of the agreement between the parties in relation the special service and any representation or warranty made by either party prior to entering into this Agreement shall have no force or effect unless otherwise stated herein.

Notes

For more information

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

@ **mailpresentation@auspost.com.au**

🖥 **auspost.com.au**