

Compensation

Compensation up to \$50 (\$100 for Registered Post International letters and merchandise) for loss or damage during carriage may be paid at Australia Post's discretion, for uninsured articles lodged in Australia, upon production of a receipt or other proof of lodgement.

Country restrictions

For specific country restrictions, refer to the *International Post Guide* (SAP8838525) or online at auspost.com.au/international

Courier

Express Courier International provides door to door delivery of documents and goods up to 20kg. Lodge at any Australia Post retail outlet or phone **1800 007 678** for courier pick up within metropolitan areas of major cities.

Express Courier International also offers full tracking and signature on delivery.



Extra Cover

If you require additional compensation, obtain the Extra Cover service, which allows you to increase the compensation cover for your article. Extra Cover is not available with Registered Post International.

International post and the GST

- Unless indicated otherwise, international post charges are GST-free.
- A range of specially designed GST-free stamps is available for international mail.
- If you use a postage meter to apply postage to international mail, you are required to apply postage at 10 percent above the published rate to offset input credits you may claim.
- If you wish to use domestic stamps on international mail, then you are required to affix postage at 10 percent above the published rate.

Priority

Express Post International parcels offers priority handling, basic tracking and signature on delivery.*

Express Post International letters guarantees international despatch next working day when items are posted within the Express Post Australia-wide network and flights are available.



Sea Mail parcels

Sea Mail is the most economical method for overseas parcel delivery, particularly for heavy items posted to Europe, Africa or America. Available for zones C and D only.



Standard

Air Mail is the economical service for routine letters, documents and parcels up to 20kg. Extra Cover is available to most countries.



*Subject to designated countries. See product packaging or call **1800 007 678** for details.

The following countries together account for more than 93 per cent of outgoing international mail. For countries not in the list, ask at your local Australia Post retail outlet, visit auspost.com.au/international or call **13 POST (13 7678)**.

Destination country	Fax Post	Zones		Maximum parcel weight – kg		
		Letter	Parcels	Air	Sea	ECl / EPl
Austria	✓	Rest of the world	D	20	20	20
Belgium	✓	Rest of the world	D	20	20	20
Canada	⊘	Rest of the world	C	20	20	20
China	✓	Asia Pacific	B	20	⊘	20
Denmark	⊘	Rest of the world	D	20	20	20
Fiji	⊘	Asia Pacific	B	20	⊘	20
Finland	⊘	Rest of the world	D	20	20	20
France	⊘	Rest of the world	D	20	20	20
Germany	⊘	Rest of the world	D	20	20	20
Greece	✓	Rest of the world	D	20	20	20
Hong Kong China	⊘	Asia Pacific	B	20	⊘	20
India	⊘	Asia Pacific	B	20	⊘	20
Indonesia	✓	Asia Pacific	B	20	⊘	20
Ireland	⊘	Rest of the world	D	20	20	20
Israel	✓	Rest of the world	C	20	20	20
Italy	⊘	Rest of the world	D	20	20	20
Japan	✓	Asia Pacific	B	20	⊘	20
Korea, South	✓	Asia Pacific	B	20	⊘	20
Malaysia	⊘	Asia Pacific	B	20	⊘	20
Malta	✓	Rest of the world	D	20	20	20
Netherlands	✓	Rest of the world	D	20	20	20
New Caledonia	⊘	Asia Pacific	B	20	⊘	20
New Zealand	✓	Asia Pacific	A	20	⊘	20
Norway	✓	Rest of the world	D	20	20	20
Papua New Guinea	⊘	Asia Pacific	B	20	⊘	20
Philippines	⊘	Asia Pacific	B	20	⊘	20
Poland	⊘	Rest of the world	D	20	20	20
Singapore	⊘	Asia Pacific	B	20	⊘	20
Solomon Islands	✓	Asia Pacific	B	20	⊘	20
South Africa	⊘	Rest of the world	D	20	20	20
Spain	✓	Rest of the world	D	20	20	20
Sri Lanka	⊘	Asia Pacific	B	20	⊘	20
Sweden	⊘	Rest of the world	D	20	20	20
Switzerland	⊘	Rest of the world	D	20	20	20
Taiwan	✓	Asia Pacific	B	20	⊘	20
Thailand	✓	Asia Pacific	B	20	⊘	20
United Kingdom	⊘	Rest of the world	D	20	20	20
USA	⊘	Rest of the world	C	20	20	20
Vietnam	✓	Asia Pacific	B	20	⊘	20

Air Mail / Aerogrammes / Postcards / Greeting cards ^ (refer to page 2)

Weight	Asia Pacific	Rest of the world
Up to 50g	\$1.65	\$2.35
Over 50g up to 125g	\$3.30	\$4.70
Over 125g up to 250g	\$4.95	\$7.05
Over 250g up to 500g	\$9.45	\$14.10
Single aerogramme to any destination		\$1.50
Pack of 10 aerogrammes		\$13.50
Postcards (non prepaid)		\$1.60
Greeting cards must be enclosed in a sealed small letter envelope and endorsed CARD ONLY.		\$1.60
Only during November and December, seasonal greeting cards up to 20g, enclosed in a sealed small letter size envelope and endorsed CARD ONLY.		\$1.50

Letters include postcards / greeting cards that are over 20g or exceed the size of a small letter.

See pages 10-11 for letter sizes.

No customs form required for letters and documents. Use CN22 for contents value up to \$500 and CP72 for over \$500.

Prepaid Air Mail envelopes / Postcards ^ (refer to page 2)

For letters, documents and postcards to any destination.

Envelope size (mm)	Maximum		Charge per article	Charge per pack of 10	
	weight (g)	thickness (mm)		single pack	5+ packs
DL (110 x 220)	50	5	\$2.65	\$23.85	\$22.50
C5 (162 x 229)	125	20	\$5.10	\$45.90	\$43.35
C4 (324 x 229)	250	20	\$7.85	\$70.65	\$66.70
Postcards (145 x 105)	–	–	\$1.60	–	–

No customs form required for letters and documents. Use CN22 for contents value up to \$500 and CP72 for over \$500.

International Reply Paid

International Reply Paid is available world-wide for small letters up to 50g.

Condition	Charge
Application fee	\$69.00 (includes GST)
Response fee	\$2.80 per article

Extra Cover

The availability of Extra Cover and the maximum obtainable cover varies between countries. Ask at your local Australia Post retail outlet or visit auspost.com.au/international. Extra Cover is not available with Registered Post International and Air Parcelpak.

Where available, the Extra Cover fee is **\$9.60** for the first \$100 or part thereof, plus **\$2.50** for every additional \$100 or part thereof, up to \$5,000.

Use customs form CP74.

Delivery confirmation

Charge per article plus postage.	\$3.70
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The sender receives a card signed by the recipient. Available with Extra Cover, Registered Post International and for some countries, parcels over 2kg.

International Reply Coupons

Charge	\$3.30 each
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International Reply Coupons can be exchanged by the addressee for a stamp to prepay air mail postage on a small letter up to 50g anywhere in the world.

Print Post Direct Bag International

Send bulk consignments of printed matter to the same addressee at the same address.

Sea Mail – to zones C and D	\$6.70 per kg or part thereof (min charge \$33.50)
Air Mail – to zones A and B	\$9.15 per kg or part thereof (min charge \$45.75)

Lodge at Australia Post retail outlets, GPOs and mail centres. Bags are provided by Australia Post. Special services are not available. Print Post Direct Bags must be a minimum of 5kg and maximum of 16kg.

Use customs form CN22 for contents up to \$500 or CP72 if over \$500.

Parcels up to 20kg (including articles larger than large letters) ^ (refer to page 2)

See page 27 for the international parcel zones to major destinations. The correct Air Mail or Sea Mail sticker must be attached to the address side of each article.

Weight	Zone A NZ	Zone B Asia Pacific	Zone C USA / Canada / Middle East	Zone D Rest of World
Air				
Up to 250g	\$7.95	\$9.25	\$10.50	\$12.50
Over 250g up to 500g	\$12.15	\$14.75	\$17.25	\$21.25
Over 500g up to 750g	\$16.35	\$20.25	\$24.00	\$30.00
Over 750g up to 1,000g	\$20.55	\$25.75	\$30.75	\$38.75
Over 1,000g up to 1,250g	\$24.75	\$31.25	\$37.50	\$47.50
Over 1,250g up to 1,500g	\$28.95	\$36.75	\$44.25	\$56.25
Over 1,500g up to 1,750g	\$33.15	\$42.25	\$51.00	\$65.00
Over 1,750g up to 2,000g	\$37.35	\$47.75	\$57.75	\$73.75
Extra 500g or part thereof	\$4.40	\$5.70	\$8.25	\$10.95
Sea				
Up to 250g	–	–	\$7.75	\$7.75
Over 250g up to 500g	–	–	\$12.30	\$12.30
Over 500g up to 750g	–	–	\$16.85	\$16.85
Over 750g up to 1,000g	–	–	\$21.40	\$21.40
Over 1,000g up to 1,250g	–	–	\$25.95	\$25.95
Over 1,250g up to 1,500g	–	–	\$30.50	\$30.50
Over 1,500g up to 1,750g	–	–	\$35.05	\$35.05
Over 1,750g up to 2,000g	–	–	\$39.60	\$39.60
Extra 500g or part thereof	–	–	\$4.60	\$4.60

Over \$500 in value, use customs form CP72. If parcels require Extra Cover, use form CP74.

Over 2kg, use customs form CP72. If parcels require Extra Cover, use form CP74.

Registered Post International is an added security service for letters and merchandise up to 2kg to almost any address in the world.

Benefits:

- Delivery to almost 200 countries within 3-10 working days.
- Each article has a unique identification number.
- Proof of posting provided when lodged at an Australia Post retail outlet counter.
- A signed record of delivery to most countries.
- Discounts available for bulk purchase.

Registered Post International – Prepaid envelopes – documents [^] (refer to page 2)

Envelope size (mm)	Maximum weight	Charge per article	Charge per pack of 10	
			single pack	5+ packs
130 x 240 – to enclose a DL envelope	500g	\$13.20	\$118.80	\$112.20
250 x 353 – B4	500g	\$21.45	\$193.05	\$182.30

Only for letters and documents. Compensation up to \$100 is available.

Registered Post International – Prepaid padded bags – merchandise [^] (refer to page 2)

Padded Bag Size (mm)	Maximum Weight	Zone A NZ		Zone B Asia Pacific		Zone C USA / Canada / Middle East		Zone D Rest of World	
		Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5
Small 340 x 240	Up to 500g	\$17.25	\$16.60	\$19.85	\$19.20	\$22.35	\$21.70	\$26.35	\$25.70
Medium 380 x 265	Up to 1kg	\$25.65	\$25.00	\$30.85	\$30.20	\$35.85	\$35.20	\$43.85	\$43.20

Compensation up to \$100 is available.

Registered Post International – Parcels up to 2kg (including articles larger than large letters) – merchandise [^] (refer to page 2)

Weight	Zone A NZ	Zone B Asia Pacific	Zone C USA / Canada / Middle East	Zone D Rest of World
Up to 500g	\$17.90	\$20.50	\$23.00	\$27.00
Over 500 up to 750g	\$22.10	\$26.00	\$29.75	\$35.75
Over 750 up to 1,000g	\$26.30	\$31.50	\$36.50	\$44.50
Over 1,000 up to 1,250g	\$30.50	\$37.00	\$43.25	\$53.25
Over 1,250 up to 1,500g	\$34.70	\$42.50	\$50.00	\$62.00
Over 1,500 up to 1,750g	\$38.90	\$48.00	\$56.75	\$70.75
Over 1,750 up to 2,000g	\$43.10	\$53.50	\$63.50	\$79.50

For Registered parcels, use Registered Consignment Note and attach a commercial invoice if goods are for sale.

Express Post International

Prepaid Express Post International envelopes ^ (refer to page 2)

For letters and documents only to any destination.

No customs form required. Must sign declaration on envelope.

Envelope size (mm)	Maximum		Charge per article	Charge per pack of 10	
	weight	thickness (mm)		single pack	10+ packs
C5 (162 x 229)	500g	20	\$14.05	\$133.45	\$126.45
B4 (353 x 250)	500g	20	\$20.45	\$194.25	\$184.05

Parcels up to 20kg (including articles larger than large letters) ^ (refer to page 2)

See page 27 for the International Parcel Zones to major destinations. The correct Air Mail or Sea Mail sticker must be attached to the address side of each article.

For Express Post International, use EPI Consignment Note and attach a commercial invoice if goods are for sale.

Weight	Zone A NZ	Zone B Asia Pacific	Zone C USA / Canada / Middle East	Zone D Rest of World
Express Post International				
Up to 2kg	\$43.10	\$53.50	\$63.50	\$79.50
Extra 500g or part thereof	\$4.40	\$5.70	\$8.25	\$10.95

Express Courier International

Express Courier International – Prepaid products ^ (refer to page 2)

Size (mm)	Maximum Weight	Zone A NZ		Zone B Asia Pacific		Zone C USA / Canada / Middle East		Zone D Rest of World	
		Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5
• Documents									
Envelopes									
Small – 390 x 290	Up to 500g	\$39.15	\$35.25	\$41.75	\$37.60	\$46.50	\$41.85	\$50.15	\$45.15
Large – 368 x 258 x 38	Up to 1kg	\$45.45	\$40.95	\$51.20	\$46.10	\$58.00	\$52.20	\$61.70	\$55.55
• Merchandise									
Satchels									
Small – 255 x 235	Up to 500g	\$48.05	\$43.25	\$50.65	\$45.60	\$55.40	\$49.90	\$59.05	\$53.15
Medium – 390 x 285	Up to 1kg	\$54.35	\$48.95	\$60.10	\$54.10	\$66.90	\$60.25	\$70.60	\$63.55
Large - 405 x 340	Up to 2kg	\$63.25	\$56.95	\$71.10	\$64.00	\$80.55	\$72.50	\$88.90	\$80.05
Extra Large – 490 x 380	Up to 3kg	\$73.20	\$65.90	\$86.85	\$78.20	\$100.45	\$90.45	\$109.90	\$98.95
Boxes									
Small – 440 x 145 x 310	Up to 5kg	\$94.15	\$84.75	\$113.05	\$101.75	\$134.00	\$120.60	\$154.95	\$139.50
Medium – 410 x 265 x 300	Up to 10kg	\$146.55	\$131.90	\$185.35	\$166.85	\$228.30	\$205.50	\$265.95	\$239.40
Large – 500 x 350 x 440	Up to 20kg	\$251.35	\$226.25	\$329.95	\$297.00	\$416.90	\$375.25	\$487.95	\$439.20

Express Post International – Prepaid products [^] (refer to page 2)

Size (mm)	Maximum weight	Zone A NZ		Zone B Asia Pacific		Zone C USA / Canada / Middle East		Zone D Rest of World	
		Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5
• Merchandise									
Satchels									
Large - 405 x 340	Up to 2kg	\$42.45	\$41.80	\$52.85	\$52.20	\$62.85	\$62.20	\$78.85	\$78.20
Extra Large – 490 x 380	Up to 3kg	\$51.25	\$50.60	\$64.25	\$63.60	\$79.35	\$78.70	\$100.75	\$100.10
Boxes									
Small – 440 x 135 x 310	Up to 5kg	\$68.85	\$68.20	\$87.05	\$86.40	\$112.35	\$111.70	\$144.55	\$143.90
Medium – 410 x 265 x 300	Up to 10kg	\$112.85	\$112.20	\$144.05	\$143.40	\$194.85	\$194.20	\$254.05	\$253.40
Large – 500 x 350 x 440	Up to 20kg	\$200.85	\$200.20	\$258.05	\$257.40	\$359.85	\$359.20	\$473.05	\$472.40

Express Courier International [^] (refer to page 2)

For ECI, use customs form EMS001 and attach a commercial invoice if goods are for sale.

Courier collection available in metropolitan areas – \$20 fee applies.

Weight	Zone A NZ	Zone B Asia Pacific	Zone C USA / Canada / Middle East	Zone D Rest of World
• Documents				
Up to 500g	\$39.80	\$42.40	\$47.15	\$50.80
Up to 1kg	\$46.10	\$51.85	\$58.65	\$62.35
Up to 2kg	\$55.00	\$62.85	\$72.30	\$80.65
Up to 3kg	\$64.95	\$78.60	\$92.20	\$101.65
Up to 5kg	\$85.90	\$104.80	\$125.75	\$146.70
Up to 7.5kg	\$112.10	\$140.95	\$172.90	\$202.20
Up to 10kg	\$138.30	\$177.10	\$220.05	\$257.70
Up to 12.5kg	\$164.50	\$213.25	\$267.20	\$313.20
Up to 15kg	\$190.70	\$249.40	\$314.35	\$368.70
Up to 17.5kg	\$216.90	\$285.55	\$361.50	\$424.20
Up to 20kg	\$243.10	\$321.70	\$408.65	\$479.70
• Merchandise				
Up to 500g	\$48.70	\$51.30	\$56.05	\$59.70
Up to 1kg	\$55.00	\$60.75	\$67.55	\$71.25
Up to 2kg	\$63.90	\$71.75	\$81.20	\$89.55
Up to 3kg	\$73.85	\$87.50	\$101.10	\$110.55
Up to 5kg	\$94.80	\$113.70	\$134.65	\$155.60
Up to 7.5kg	\$121.00	\$149.85	\$181.80	\$211.10
Up to 10kg	\$147.20	\$186.00	\$228.95	\$266.60
Up to 12.5kg	\$173.40	\$222.15	\$276.10	\$322.10
Up to 15kg	\$199.60	\$258.30	\$323.25	\$377.60
Up to 17.5kg	\$225.80	\$294.45	\$370.40	\$433.10
Up to 20kg	\$252.00	\$330.60	\$417.55	\$488.60

International Mail Redirection service

Application forms for **Mail Redirection** are available at your local Australia Post retail outlet can be downloaded from auspost.com.au/mail-redirection.

International Mail Redirection service

Applicant	1 Month	3 Months	6 Months	12 Months
Concession*				
Asia Pacific	\$35.25	\$97.50	\$188.00	\$373.00
Rest of World	\$48.25	\$135.75	\$264.50	\$526.00
Private				
Asia Pacific	\$41.75	\$110.25	\$206.50	\$407.00
Rest of World	\$54.50	\$148.50	\$283.00	\$560.00
Business and government				
Asia Pacific	\$278.00	\$820.50	\$1,627.50	\$3,234.00
Rest of World	\$394.00	\$1,170.50	\$2,325.50	\$4,630.00

Note: The following articles are unable to be redirected under the International Mail Redirection service. They may be deemed undeliverable and be returned to sender:

- Articles that require customs documentation.
- Articles sent by domestic services such as Registered Post, Express Post, Cash on Delivery and Parcel Post.

*Eligibility for concession

Eligible concession cardholders, and their dependents, must be listed on one of the following cards to be eligible to receive the concession rate for Mail Redirection service.

Issuer	Card Type
Centrelink	Pensioner Concession Card (PCC)
Department of Veteran Affairs	Pensioner Concession Card (DVA-PCC)
Centrelink	Health Care Card, Type Sickness Allowance only (HCC-Type SA only)

Refunds for International Mail Redirection service

The following refunds are available to customers who cancel their International Mail Redirection service.

Applicant	Cancellation fee				Refund
	1 mth	3 mth	6 mth	12 mth	
Concession	\$6.75	\$12.75	\$18.50	\$34.00	Minus cancellation fee, postage on unused whole months left of the service
Private	\$13.50	\$25.50	\$37.00	\$68.00	Minus non-refundable service fee, postage on unused whole months left of the service
Business and government	\$43.00	\$116.00	\$219.00	\$408.00	Minus non-refundable service fee, postage on unused whole months left of the service

Storage / demurrage

A storage fee (demurrage) applies to articles that are imported for commercial purposes and stored at gateway mail facilities only.

For each 24 hours over 96 hours	\$4.80 per item (includes GST)
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Packaging products

Each product is strong, lightweight, versatile and easy to use. Ideal for protecting articles in transit. Cubic weight is calculated using external dimensions and is the minimum deemed weight used for determining postal charges.

Product and Size	Weight (g)	Dimensions (mm)	Uses / Features	\$ each		
Padded Bags*	Pb1	10	127 x 178	Any item that requires some protection from impact	1.00	
	Pb2	14	151 x 229		1.10	
	Pb3	23	215 x 280		1.30	
	Pb4	38	266 x 381		1.65	
	Pb5	64	361 x 483		2.00	
(Pb3 pack 3)	Pb6	85	215 x 280		3.45	
(Pb4 pack 3)	Pb7	140	266 x 381		4.50	
Recycled*	Pb8	40	245 x 335		1.40	
Tough Bags*	Tb1	25	216 x 275	Sending non-fragile items, documents, files, etc.	1.05	
	Tb2	35	241 x 338		1.15	
	Tb3	45	266 x 376		1.25	
	Tb4	57	304 x 435		1.40	
Expandable* Tough Bags	Tb5	80	370 x 405 with 75mm gusset	Similar to Tough Bags with the ability to hold bulky items, clothing, etc.	1.55	
	Tb6	137	670 x 405 with 115mm gusset		1.90	
Mailing Boxes*	Bx1	129	220 x 160 x 77	Ideal for A5 material	1.70	
	cubic weight 2kg	Bx2	236	310 x 225 x 102	Ideal for A4 material	2.25
	cubic weight 4kg	Bx3	412	400 x 200 x 180		2.60
	cubic weight 5kg	Bx4	433	430 x 305 x 140	Ideal for A3 material	3.00
	cubic weight 8kg	Bx5	635	405 x 300 x 255	Heavy duty mailing / storage box	4.15
		Bx6	80	220 x 145 x 35	Video cassette / DVD box	1.55
		Bx7	35	145 x 127 x 10	Computer disk / compact disk box	1.45
Expandable Box* cubic weight 2kg	Bx8	415	363 x 212 x 65	Suits books, documents, photos, etc. Expands to a maximum depth of 65mm	2.30	
Mailer (CDs & Photos)	Bx9	40	150 x 200	Computer disks and photo prints up to 130 x 180mm	1.10	
Mailer (CDs/DVDs)	Bx12	5	123 x 234	Standard small letter postage applies	1.25	
Bubble Wrap	Bw1	83	300 wide x 3m	Lightweight, shock-absorbing, cushioning material that protects and helps to hold items firmly in place inside packaging	2.95	
	Bw2	245	300 wide x 10m		6.75	
	Bw3	680	700 wide x 10m		13.75	
	Bw4	637	280 wide x 25m		14.95	
	Bw5	1327	280 wide x 50m		24.95	
Satchel Liners	Bw6	13	200 x 340	Suits 500g satchels	1.00	
	Bw7	20	285 x 390	Suits 3kg satchels	1.20	
Mailing Tubes*	Tu1	90	60 diam. x 420 long	Suits A3 size	2.10	
	Tu2	171	60 diam. x 660 long	Suits A1, A2 size	2.50	
	Tu3	413	90 diam. x 850 long	Extra heavy duty	4.50	
Packaging Tape	Ta1 & Ta2		48 wide x 50m (clear or brown)	Ideal for carton sealing	3.50	
	Ta3		48 wide x 50m (6pk clear tape)			
Economy Packaging Tape	Ta3		48 wide x 50m (6pk clear tape)	Ideal for carton sealing	15.95	
Tape Dispenser Single Use	Ta4			Includes 1 roll of clear tape 48mm x 20m	2.45	
Tape Dispenser Low Noise	Ta5			Includes 2 rolls of clear tape 48mm x 50m	21.95	
Wine Box Single cubic weight 2kg	Bx10		132 x 105 x 395	Suits most wines, ports, etc.	3.55	
Wine Box Twin cubic weight 4kg	Bx11	612	240 x 105 x 395		5.35	

Significant discounts are available for packaging products purchased in bulk. Enquire at your local Australia Post retail outlet or call **13 POST (13 7678)**.

*Dimensions for Padded Bags, Tough Bags, Boxes and Mailing Tubes are internal dimensions, and may vary by plus or minus 5mm.

Bank@Post – Agency Banking

With Australia Post's national agency banking service, Bank@Post you can:

- complete cash withdrawals*
- deposit cash* and cheques
- check your account balance*.

All you need is a personal account with a participating financial institution, a credit or debit transaction card and an accompanying Personal Identification Number (PIN).

Over 70 financial institutions offer Bank@Post which is available at more than 3,300 Australia Post retail outlets – visit auspost.com.au for details.

* Transaction limits apply. Checking account balances can only be done with some financial institutions.

Bill payments

Securely pay over 1000 bill types with Postbillpay. Choose the way that suits you best:

- in person at any Australia Post retail outlet
- by phone on **13 18 16** or
- online at www.postbillpay.com.au.

Australian Money Orders

Ordinary Money Orders	Up to \$1,000 Over \$1,000 and up to \$5,000 (must be a multiple of 5¢)	\$5.95 per order \$6.95 per order
Bulk Money Orders	Ordinary money orders are available in bulk at a significant discount on the individual price, and can be overprinted with an advertising message.	
Express Money Orders	\$23.00 per order (max value \$10,000. must be a multiple of 5¢). The order is sent to the nominated paying Australia Post retail outlet within one business hour.	

GST and Stamp Duty

Australian Money Orders are “financial supplies” for GST purposes and thus are GST-free.

Money Order enquiry service

Ring the Money Order Centre on **1300 362 030**. For written enquiries and for changes to Express Money Orders use Form SAP8833022. There is no fee for enquiries but the costs of necessary FaxPost messages or telephone calls may be charged.

Western Union® Money TransferSM service

The Western Union Money Transfer service can be used to send and receive money overseas at more than 3,200¹ participating Australia Post retail outlets. Western Union Money Transfer services are available at more than 400,000¹ Agent locations in over 200¹ countries and territories around the world.

For further information, ask at your local participating Australia Post retail outlet or contact Western Union on **1800 501 500**.

¹ Data as at 31 March 2011. In certain countries, the send money service is not available; customers can only receive money.

Travel related services

When it comes to travel, Australia Post has a range of products and services to help you get there.

- Passports – applications, renewals, interviews and delivery.
- Instant passport photos – available at participating retail outlets.
- Cash Passport Debit Card* – a prepaid, PIN protected travel money card that lets you access local currencies from more than 1.4 million Visa ATMs around the world. You can also pay directly at more than 24 million Visa merchants worldwide and online shopping.
- American Express® **GlobalTravel** Card – a prepaid reloadable card available in US Dollars, British Pounds and Euros which can be used at merchants and ATM's on the American Express network outside of Australia¹.
- American Express Travellers Cheques and foreign currency# – Travellers cheques are one of the safest forms of travel money and it is handy that you have some foreign cash when you first arrive at your destination. Exchange rates may include a service charge and fees may apply on encashment of American Express Travellers Cheques.
- Overseas calling cards – available at participating retail outlets in various dollar values.
- Travel accessories – extensive range including money belts, travel pillows, luggage locks – available at participating retail outlets.

For further details on these services, ask at your Australia Post retail outlet or visit:

[australiapost.com.au/personal/travel-and-passport-services](https://www.australiapost.com.au/personal/travel-and-passport-services).

* Access Prepaid Australia Pty Ltd (ABN 47 145 452 044, AFSL 386 837) arranges for the issue of the Cash Passport in conjunction with the issuer, Heritage Building Society Limited (ABN 32 087 652 024, AFSL 240 984). You should consider the Product Disclosure Statement for the relevant Cash Passport available at **www.cashpassport.com.au** before deciding to acquire the product. Any advice does not take into account your personal needs, financial circumstances or objectives and you should consider if it is appropriate for you.

A disclosure document will be provided where travellers cheques are sold and are available upon request. You should request an American Express Financial Services Guide and consider the appropriateness of travellers cheques in relation to your individual requirements. American Express Travellers Cheques and American Express **GlobalTravel** Cards are issued by American Express Travel Related Services Company, Inc. Incorporated with limited liability in New York, USA. © Registered Trademark of American Express Company.

¹ The American Express **GlobalTravel** Card can not be used in Australia and certain other countries where Australian or United States sanctions apply.

Pay it at Post

Pay it at Post is an innovative payment system designed to help broaden the customer base of online businesses. The service provides an attractive payment alternative for customers who wish to make purchases online and either do not have a credit card or are reluctant to provide their credit card details over the internet.

Identity services

Australia Post has established itself as a trusted provider of identity services. Currently, we provide these services for an increasing number of banks and other institutions (eg. Department of Justice, Working with Children, Maritime Services), ranging from 100-Point Identification Checks for financial institutions through to more complex transactions.

**Australia Post Prepaid products save you time. They save you effort.
Buy in bulk and they save you money.**

Just print them and post them

Prepaid envelopes for domestic letters

- five envelope sizes to suit most business documents
- weights up to 250g or up to 500g
- window-face envelopes available for standard letters and forms
- postcards available for that special message.

For details, see page 11

When it has to be there tomorrow

Express Post prepaid envelopes and satchels

- guaranteed next business day delivery within the Express Post network
- five envelopes sizes for documents up to 500g, including DL window-face and two-way B4 envelopes
- satchels for 500g or 3kg – ideal for inter-office paperwork
- delivery by post or by courier.

For details, see pages 4-5

For non-urgent delivery of documents or goods

Parcel Post prepaid satchels

- tough satchels for articles up to 500g or 3kg
- each satchel, the same price for delivery anywhere in Australia.

For details, see page 17

For legal certainty and that extra peace of mind

Registered Post prepaid envelopes

- two sizes of envelope, suitable for legal documents
- unique identification on each envelope
- proof of posting if you post over a Australia Post retail outlet counter
- Extra Cover up to \$100 included – optional cover up to \$5,000
- signature on delivery
- optional confirmation of delivery (you receive a postcard with the receiver's signature)
- optional personal delivery only to the person named in the address.

For details, see page 21

One price to the world – no customs documentation

International Post prepaid envelopes for letters and documents

- Aerogrammes and postcards
- prepaid envelopes in three sizes – 50g, 125g or 250g
- for guaranteed air despatch next business day, Express Post International envelopes up to 500g
- for proof of posting and optional delivery confirmation, International Registered Post.

For details, see pages 32-33

For details, see page 31

For fast international delivery

Express Courier International prepaid products for letters and documents

- prepaid envelopes, satchels or boxes
- courier delivery in destination country
- optional courier pickup in Australia.

For details, see page 32

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