

Australia Post and the Major Mail Users of Australia Limited

BMP Manual

April 2010



Contents

| | | |
|-----------|---|-----------|
| 1. | SUMMARY OF CHANGES TO BMP MANUAL – APRIL 2010 | 5 |
| 2. | OVERVIEW OF BMP | 6 |
| 2.1. | INTRODUCTION | 6 |
| 2.2. | COMPONENTS OF BMP | 7 |
| 2.3. | CRITERIA FOR BMP ELIGIBILITY | 7 |
| 3. | GOVERNANCE | 8 |
| 3.1. | MUTUAL OBLIGATIONS | 8 |
| 3.2. | MEETINGS..... | 8 |
| 4. | ISSUES MANAGEMENT | 10 |
| 4.1. | INTRODUCTION | 10 |
| 4.2. | LQS..... | 10 |
| 4.3. | TYPES OF ISSUES..... | 11 |
| 4.4. | USE OF THE INFORMATION | 13 |
| 4.4.1. | <i>Supporting process improvement</i> | 13 |
| 4.4.2. | <i>Setting checking levels</i> | 13 |
| 4.4.3. | <i>BMP performance assessment</i> | 13 |
| 4.4.4. | <i>Product Development</i> | 13 |
| 4.5. | QUALITY REVIEW MEETINGS..... | 13 |
| 4.6. | ISSUES MANAGEMENT FOCUS..... | 14 |
| 4.7. | BMP STATUS REVIEW | 15 |
| 4.7.1. | <i>Review Process</i> | 15 |
| 4.7.2. | <i>Suspension Process</i> | 17 |
| 4.8. | DISPUTED ISSUES ESCALATION..... | 18 |
| 4.8.1. | <i>Introduction</i> | 18 |
| 4.8.2. | <i>Lodgement Issues</i> | 18 |
| 4.8.3. | <i>Disputed Lodgement Issue Timeline</i> | 19 |
| 4.8.4. | <i>Operational Issues</i> | 19 |
| 4.8.5. | <i>Disputed Operational Issue Timeline</i> | 19 |
| 4.8.6. | <i>Mailing Agent Issue</i> | 20 |
| 4.8.7. | <i>Disputed Mailing Agent Issue Timeline</i> | 20 |
| 4.8.8. | <i>The Right to Appeal</i> | 20 |
| 4.9. | FLOW CHART LODGEMENT/OPERATIONAL PROCESS FOR MANAGING LQS RECODED ISSUES | 21 2 |



- 4.10. FLOW CHART - MAILING AGENT ISSUES – PROCESS FOR MANAGING LQS RECORDED ISSUES 22
- 4.11. A.P. COMMITMENT TO ACCEPTING & PROCESSING MAIL UNDER BMP 23
- 4.12. ISSUES OUTSIDE A MAIL HOUSE CONTROL – ISSUE RESOLUTION PLAN (IRP) 25
- 5. BMP ASSESSMENT FRAMEWORK..... 26**
 - 5.1. INTRODUCTION 26
 - 5.2. CATEGORIES OF NON-CONFORMANCE..... 26
 - 5.3. USE OF THE FRAMEWORK FOR BMP ASSESSMENT 27
 - 5.4. DEFINITION OF KEY CONTROL POINTS 28
- 6. BMP ASSESSMENT PROCESS 29**
 - 6.1. OBJECTIVE 29
 - 6.2. PROCESS FOR ADMISSION TO THE SCHEME 29
 - 6.3. SELF-ASSESSMENT QUESTIONNAIRE 30
 - 6.4. COMPLETION OF THE SELF-ASSESSMENT FORM 31
 - 6.5. APPLICATION TIMELINES 31
 - 6.6. BMP PROMOTION..... 31
 - 6.7. BMP CERTIFICATES..... 31
 - 6.8. BMP LOGO 31
- 7. POST 6PM LODGEMENTS..... 32**
 - 7.1. PRINCIPLES 32
 - 7.2. CONDITIONS..... 32
 - 7.3. ACCEPTANCE 33
- 8. ISSUES SEVERITY 34**
 - 8.1. INTRODUCTION 34
 - 8.2. DIMENSIONS OF SEVERITY 34
 - 8.2.1. *Impact on Customer* 34
 - 8.2.2. *Impact on Processing*..... 35
 - 8.2.3. *Impact on Revenue Collection*..... 35
 - 8.3. FORMULAE 36
 - 8.4. ISSUES SEVERITY BY PRODUCT 38
 - 8.4.1. *PreSort* 38
 - 8.4.2. *Clean Mail*..... 44
 - 8.4.3. *Full Rate* 47
 - 8.4.4. *Print Post*..... 50



BMP Manual – Introduction

- 8.4.5. *International-Letters*..... 57
- 8.4.6. *Parcels* 61
- 8.4.7. *Unaddressed Mail Service (UMS)* 66
- 9. LQS REPORTS 69**
- 10. NATIONAL REPORTS 71**
- 11. BMP APPLICATION FORM 72**
 - 11.1. INSTRUCTION FOR COMPLETING THE BMP APPLICATION FORM 73
 - 11.2. SALES AND CUSTOMER SERVICE PROCESS 74
 - 11.3. IT PROCESS..... 75
 - 11.4. PRINTING PROCESS..... 76
 - 11.5. INSERTING PROCESS 77
 - 11.6. POSTAGE PROCESS..... 78

1. SUMMARY OF CHANGES TO BMP MANUAL – APRIL 2010

Deleted – Red

Amended – Green

Added - Blue

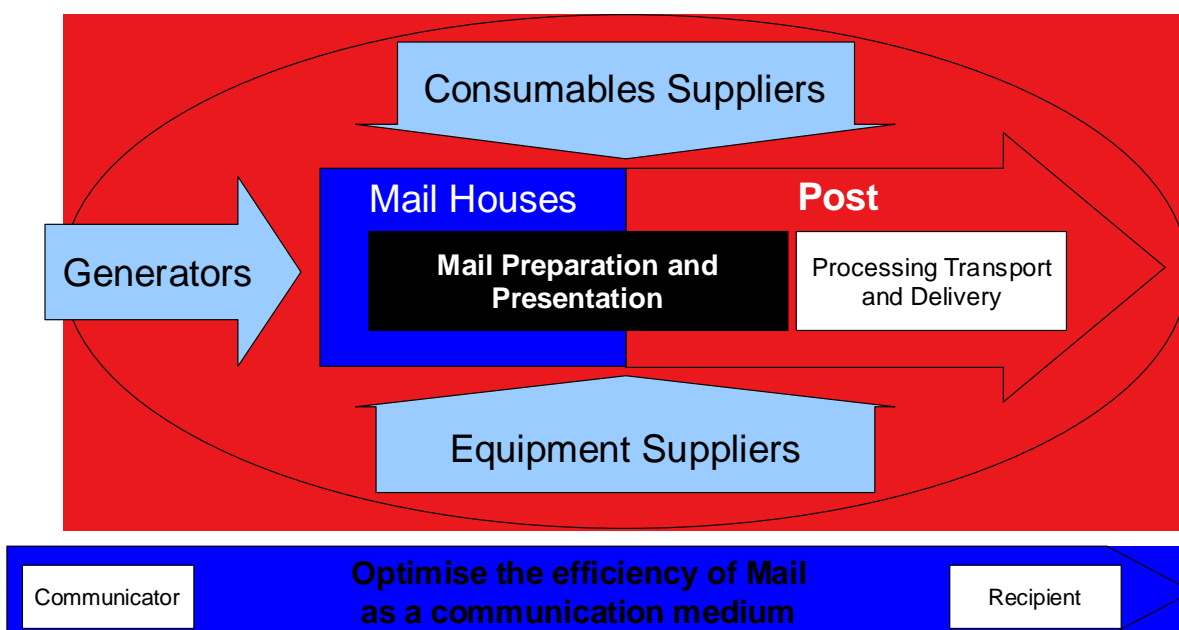
| Amendment Number | Section | Comment |
|------------------|----------|---|
| 1 | Document | Amended: Replaced 'Post' with Australia Post in line with corporate practice throughout document |
| | 2.1 | Amended: Website URL for BMP online (auspost.com.au) |
| | 4.8.8 | Amended: Reworded so as to stipulate BMP Accreditation status |
| | 4.8.8 | Amended: Updated Manager Customer Connections to Manager Products and Support Services |
| | 6.8 | Amended: Manager Customer Connections to Updated Manager Products and Support Services mailing address |
| | 11 | Amended: Updated application pages to 2010 version. |
| 2 | | |



2. OVERVIEW OF BMP

2.1. Introduction

BMP is an accreditation scheme designed by Australia Post (Post) in conjunction with the Major Mail Users of Australia Ltd (MMUA) to recognise Mail Houses who have invested in processes to make mail lodgement more efficient and effective. The scheme has its roots in the AP / MMUA Code of Practice which aims to encourage a total quality culture in the Mailing Industry.



As the diagram above illustrates, the BMP scheme is part of an overall collaborative commitment between Australia Post and the Mailing Industry to work together to make mail a more efficient, effective and low risk channel for communication.

This manual provides information about the scheme and its practical application for members and prospective members of the scheme. This manual is supported by the PIP Customer Manual and the LQS Mail House User Guide. Additional information on the BMP program can be found at <http://auspost.com.au/business/bulk-mail-partner-program.html>.

2.2. Components of BMP

BMP has three key components: e-LMS, CBQA and PIP.

- e-LMS (Electronic Lodgement Mailing Statements) is an electronic gateway, allowing Mail Houses to lodge Mail Statement information via a web-based application, using either direct entry or file transfer from the Mail House production control systems. Note that it is a requirement that the latest version of e-LMS is being used and that e-LMS is being used for at least 95% of all lodgements.
- CBQA (Customer Barcoding Quality Assurance System) utilises a hand held scanner to check the barcodes on addresses. It allows Mail Houses to verify that the printed barcode meets print specifications and that the DPID contained within the barcode matches the printed address. It is also used to check the DPID assignment accuracy, barcode print specifications and to check that letters within a tray have been sorted to the correct barcode sort plan.
- PIP (the Process Improvement Program) involves a review by a joint Mail House / Australia Post team, of the production control process within a Mail House to ensure their quality. Once a Mail House has successfully gone through the PIP process, Australia Post places a higher level of reliance on the information supplied by the Mail House and reduces the level of acceptance checking that is required.
- It is mandatory for Mail Houses that lodge Print Post to have implemented PIP for Print Post.

BMP is supported by the Lodgement Quality System (LQS). LQS is an on-line system used by Australia Post and by BMP Mail Houses to record and analyse issues that arise with the lodgement of Bulk Mail.

LQS is used to provide information to support collaboration between Australia Post and Mail Houses by providing information to support meetings that include discussions regarding lodgement quality, and other joint process improvement initiatives.

LQS is also used to calculate a percentage of issues (weighted by severity) to total lodgements. The benchmark for acceptable BMP performance is an issues rating of less than 5%.

2.3. Criteria for BMP Eligibility

Once a Mail House has e-LMS, CBQA and PIP in place, they are eligible to apply for BMP status. The BMP assessment process consists of a self-assessment of internal controls by the Mail House, and a review of the quality of lodgements measured by LQS.

The benchmark performance for entry to the BMP scheme is an issues rating measured by LQS of less than 5%. If a Mail House is exceeding 5% during the BMP assessment process, the applicant will not be eligible to receive BMP status.

Section 6 of this manual describes the BMP assessment process in detail.

7

3. GOVERNANCE

The BMP scheme is overseen by a Steering Committee made up of representatives from Australia Post and the MMUA. The Steering Committee sits on a 'as needs to' basis.

Changes to the BMP scheme are made with the approval of the Steering Committee. Prior to changes being made, discussion papers are released through the MMUA and other stakeholders to allow BMP mail houses to comment on proposed changes. Typically, 14 days is given to provide comment.

BMP members are strongly recommended to participate in this process to ensure that all concerns about issues with the BMP scheme are understood prior to the Steering Committee making decisions that lock in the direction of the scheme.

3.1. Mutual Obligations

BMP has created mutual obligations for Australia Post and for Mail Houses:

The obligations of Australia Post to Mail Houses are to:

- Provide fast turnaround on queries and issues raised by the Mail House
- Provide up-to-date DPID and other similar data
- Consult with Mail Houses around changes of product or changes in operational procedure
- Provide nationally consistent treatment of Mail Houses
- Give reasonable notice periods to resolve non-conformances
- Meet regularly with Mail Houses to discuss quality issues and improvement opportunities; and
- Provide access to BMP Mail Houses to lodge mail post 6pm – on a non-service committed basis. The process for this is described in Section 7

The obligations of Mailing Houses to Australia Post are to:

- Provide forecast information to assist with scheduling
- Work with Australia Post on balancing lodgements during the day
- Co-operate with Australia Post on continuous improvements; and
- Commit to follow through in a timely manner on non-conformances and improvement plans.

3.2. Meetings

BMP is supported by regular (typically monthly) meetings between Australia Post and Mail Houses, convened by the Australia Post Account Manager. The detailed attendance for these meetings and the standard agenda is detailed in the PIP Manual.

Under PIP, these meetings were established to review the previous month's production 8



performance, discuss reasons for variance and issues arising and, where required, to establish action plans for improvement. With the advent of BMP, the monthly meeting can also be used to discuss the Mail Houses BMP quality performance and to monitor progress against plans / actions identified for improvement at previous meetings.

4. ISSUES MANAGEMENT

4.1. Introduction

One of the key aspects of any quality initiative is the focus on collection of process information to support:

- Fact based decisions based on the analysis of real data and information.
- Incorporation of lessons learned from past results.
- A process, which is monitored and controlled.
- Clearly defined process for feedback and continuous improvement.

BMP is supported by the Lodgement Quality System (LQS), which is designed to record all issues that occur at lodgement and to provide information to support quality improvement.

4.2. LQS

LQS is an on-line system used by Australia Post and by BMP Mail Houses to record and analyse issues that arise with the lodgement of Bulk Mail. LQS is available to all BMP members and prospective BMP members. In order to gain access to LQS, Mail Houses should contact their State Revenue Protection Manager; MMUA members can contact MMUA directly. Using LQS, Mail Houses can:

- View any issues raised by Australia Post relating to their facility
- Comment on issues that are raised by Australia Post
- Raise issues relating to Australia Post – such as shortages of ULDs or other operational issues.
- View Lodgement Issues, Operational Issues and, Mail House Issues
- Produce a series of analytical reports on issues as well as benchmarking reports.

For National Mail Houses, national management are able to see issues raised in all facilities.

LQS contains reports and graphs to provide analysis of the types of issues that are occurring at lodgement. It is designed to provide Mail Houses information to support process and quality improvement programs.

For more details about how to use LQS and updates on its reporting functionalities, refer to the Mail House LQS User Guide, which is published to all LQS users.

Australia Post Account Managers and Mail House Management are strongly encouraged to regularly check LQS to monitor on-going quality performance.

4.3. Types of issues

There are three types of issues that are recorded at acceptance

- **Lodgement Issues** - any non-conformance with Australia Post Product conditions or with Process Improvement Program (PIP) requirements.
- **Operational Issues** – These are issues that impact operations at the acceptance point, but are not specific non-conformances. These may include:
 - Advance Warning
 - Improvement Opportunity
 - Mail lodged late
 - Mail not isolated
 - Mailing Statement Reversal
 - Mailing Statement Reversals
 - Meeting Record
 - MQM Issue
 - OH&S Issue
 - Presentation (ULDs not stacked correctly)
 - Print Post Surcharge
 - Problems accessing Australia Post Systems
 - Recall of lodgement
 - Supplies (i.e. ULDs/Trays/Lids)
 - Transport (i.e. Truck held up by Mailing Agent)
 - ULDs overweight
 - Other



- **Mailing Agent Issues** – These issues are raised by Mail Houses where they are encountering issues associated with the lodgement of Mail. These may include:
 - Delivery Delays
 - Insufficient Transport
 - Insufficient Trays and/or lids
 - Insufficient ULDs
 - Live mail found in Trays/ULDs
 - Mail delivered to incorrect address
 - Old labels or rubbish in ULDs
 - Old tray labels still in trays
 - RTS Mail delivered to incorrect customer
 - Truck arrived late
 - Scheduled truck did not arrive
 - Disputed Issues
 - e-LMS unavailable
 - Invoicing Issue
 - LQS improvement suggestion
 - LQS issue
 - LQS not available
 - Mailing Statement approved without physical mail
 - Mailing Statement rejected in error
 - Process Improvement suggestion
 - Verification of quantity on old lodgements
 - Other

Both Australia Post and the Mail Houses employees at various levels are responsible for the identification and resolution of issues and opportunities documented using LQS.

4.4. Use of the information

4.4.1. Supporting process improvement

The primary purpose of collecting information about issues is to support process improvements, within Australia Post, Mail Houses and Mail Generators.

4.4.2. Setting checking levels

The information gained through issues raised in LQS is used to continually monitor the level of acceptance checking required at acceptance. Australia Post uses the information to set risk levels for each job lodged by a Mail House. The risk levels drive the level and frequency of acceptance checking.

4.4.3. BMP performance assessment

The information is also used to assess the performance of BMP Mail Houses. The measurement of performance based on issues recorded in LQS plays a key role in this.

4.4.4. Product Development

The Product management teams in Australia Post review LQS non-conformances to identify the issues that are being caused by product conditions and where appropriate, to modify product conditions to avoid unnecessary issues.

4.5. Quality Review Meetings

A meeting to discuss quality concerns must be held where the Mail House quality rating exceeds 4%. This meeting is to be convened by the Australia Post Account Manager.

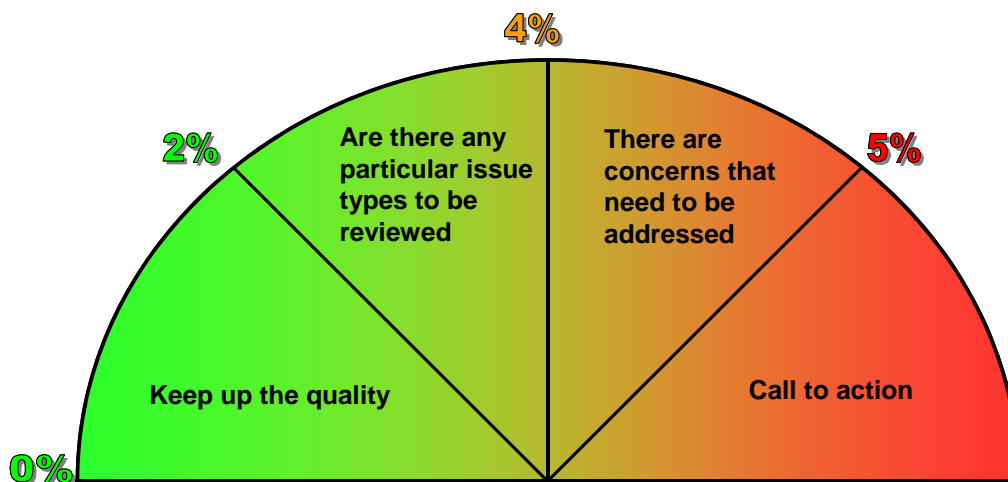
Prior to the meeting, the Australia Post Account Manager should liaise with Business Mail Operations (or equivalent); State Revenue Protection Manager and Bulk Mail Acceptance Site Manager to obtain an understanding of any quality concerns that should be raised at the monthly meeting.

The quality meeting should not focus on individual issues recorded in LQS, but rather use the information from LQS to identify root causes of quality issues, and develop approaches to resolving those issues. So, if, for example, LQS identifies that an issue such as incorrect letter category is regularly occurring, the meeting should be used to identify and resolve the underlying cause of the problem and agree on corrective action.

4.6. Issues Management Focus

The overall performance measurement for each Mail House is available within 3 working days of the end of each month. Reports are NOT available until the **State Revenue Protection Manager** has sent out notification and a NEWS item has been placed onto LQS releasing reports.

Each BMP Mail House can access through LQS their individual quality performance result. The BMP lodgement issues barometer in the diagram below should be used as a guide when assessing the need to conduct monthly quality meetings.



Less than 2%

- There is clear evidence that effective quality processes are in place.

From 2% to 4%

- No overall quality concerns, but there may be specific areas to focus on. For example, analysis of the issues may show that there is a regular issue with a particular document or Mail Generator.

From 4% to 5%

- There is a clear need to focus on quality. A quality review meeting must be held where Australia Post and the Mail House must identify trends in non-conformances and document agreed initiatives designed to overcome underlying problems that give rise to non-conformances (section 2.5 refers).

Greater than 5%

- Once the BMP issues percentage exceeds 5%, the BMP Status Review process is triggered (section 2.7 refers).
- The Mail House must put in place projects to eliminate the root causes of the most prevalent issues (or combination of issue types) within an agreed timeframe. The progress of these initiatives should be monitored by Australia Post and the Mail House through LQS.

The integrity of the BMP Program Issues Severity Weighting scoring is of paramount concern as it is the only index available by which quality can be measured

The ability to manipulate the Issues Severity Weighting system was recognised during development between AP and MMUA. It was agreed by AP and MMUA that the BMP accreditation was for mailing houses with a highly developed sense of integrity and professional practice and with that in mind as the foundation of the BMP program, a penalty for manipulation of the system to affect a BMP-Site's Issues Severity Weighting score was not considered a necessity. Clearly where such a practice occurs it brings discredit upon the whole BMP program and will not be tolerated.

As with most types of measures, it only works well when all parties are doing the right thing. It is recognised that the BMP quality measurement outcome can be manipulated by artificially increasing the number of e-LMS related lodgements. However, to do so is clearly outside of the spirit of the BMP Program. To maintain the integrity of the BMP Program, any proven manipulation of results will not be tolerated by Australia Post or the MMUA and will result in immediate suspension and re-certification will only be possible upon successful completion of the full application procedure and an application for same will not be accepted before the passing of six months from the date of suspension.

4.7. BMP Status Review

4.7.1. Review Process

The BMP Review process, which may ultimately result in suspension from the BMP scheme, will be triggered by failure to meet one of the three pillars of BMP:

- At least 95% of all lodgements are using the latest version of e-LMS
- CBQA is not demonstrably in use
- The PIP process is not being effectively maintained, as evidenced by the Mail House exceeding the 5% quality benchmark.

Within one week following the end of the month in which one of the above events occurs Australia Post will send a letter to the Mail House advising of the event, and alerting them that the BMP Status Review Process has been triggered. The letter will set out which of the three pillars is not being met.

For items 1 and 2 above, the letter will provide a timeframe to resolve the matter. Failure to meet this timeframe will trigger the Suspension Process.

Where PIP is not being effectively maintained (the BMP issues percentage is exceeding 5%) the letter will also detail:

- The main category of non-conformance/s that is causing the problem
- The most frequently occurring issue types that require attention.

- The letter will also be accompanied by a set of monthly reports from LQS demonstrating the quality issue/s.

Within 5 working days of sending the letter, Australia Post will convene a formal meeting with the Mail House. At that meeting, a quality improvement plan must be tabled by the Mail House. This plan must include the following elements:

- Identification of the areas requiring improvement
- Identification of the actions that the Mail House will commit to implement and proposed timeframe for completion
- A statement of the agreed outcomes of the quality improvement plan – for example, fewer than x occurrences of the stated non-conformance types, or the quality benchmark must be below 5% by an agreed date.

At the meeting, agreement must be reached with regards to each of the above elements including the timeframe in which the measurable outcome/s will be achieved.

Within three (3) working days after the meeting, Australia Post will formally (via letter or email) confirm the outcomes of the meeting.

A Mail House under formal review must provide their Australia Post Account Manager with weekly email status report during the period covered by the quality improvement plan giving details of the progress of the plan.

If the identified underlying problems are resolved to the agreed quality level and within the agreed timeframe, the formal status review process is completed.

In the event that the prevalence of the particular issue type reduces to the agreed level, but another issue type takes the Mail House back over the 5% benchmark, then a new plan must be put in place to resolve the new issue. So, if for example a Mail House is over the 5% benchmark, and analysis shows that the most prevalent issue is the declaration of mail at the wrong category, then a project must be established to ensure that a robust process is implemented that will ensure that the correct category is being declared on the mailing statement. Once this is resolved to the agreed standards, another issue type may become prevalent taking the Mail House back over the 5% benchmark, for example, inaccurate volume declarations. Again, agreed projects need to be established to resolve this new issue within an agreed timeframe.

If the identified underlying problems are not resolved to the agreed quality level, within the agreed timeframe, and the overall quality benchmark of 5% is exceeded, then the BMP suspension process will commence.

4.7.2. Suspension Process

The process for suspension from the scheme will be as follows:

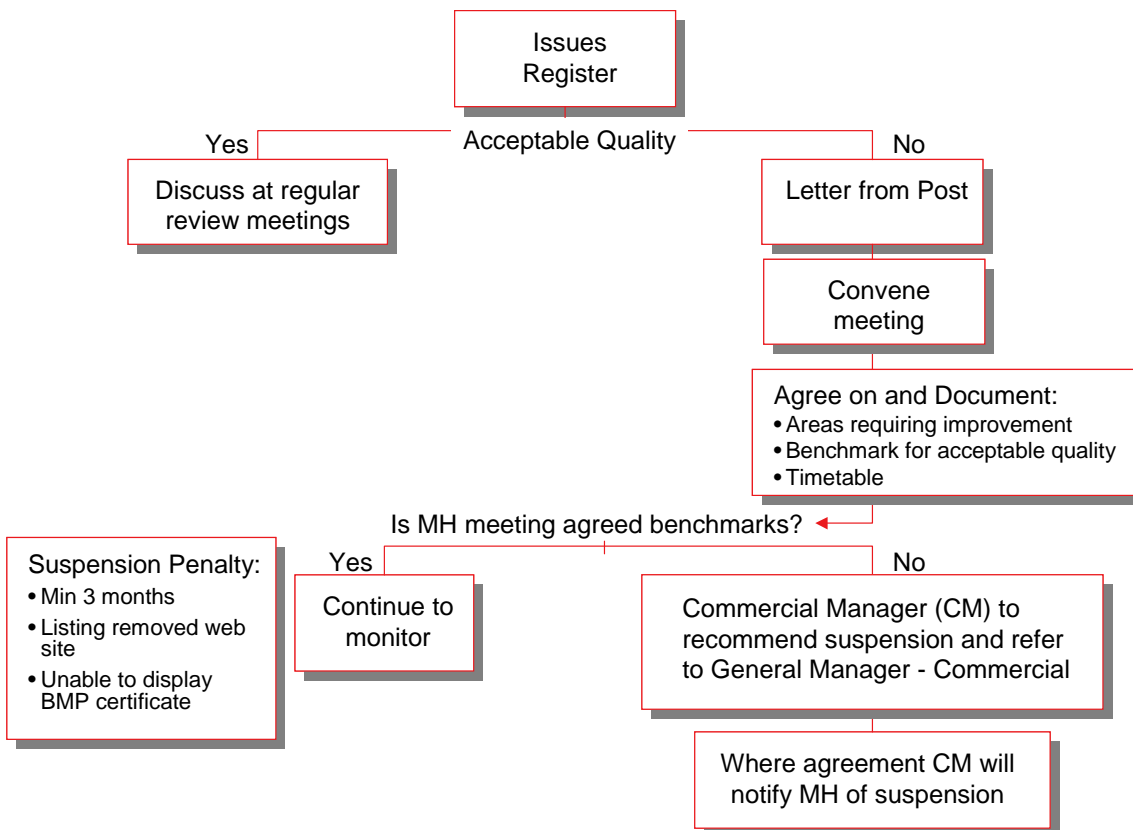
Each case will be assessed on its merits.

If the areas identified for improvement have not met the agreed benchmark within the timeframe, the State Commercial Manager will recommend suspension from BMP. The case will be referred to the General Manager, Commercial who will undertake an advocacy role.

Where there is agreement that suspension should apply, the State Commercial Manager will formally notify the Mail House. The notification will specify the; to and from dates that the suspension will apply. The suspension from the scheme will be for a period of three (3) months. During this time, the Mail House will need to demonstrate (either through documented processes and/or output) that the non-conformance problem has been rectified. If satisfied, the Commercial Manager will reinstate BMP status after the three (3) month period has expired. The mail house will receive formal notification that the suspension has been lifted.

During the period of suspension the Mail House listing will be removed from the Australia Post web site. Further, the Mail House will not be able to display the BMP certificate.

The flowchart below illustrates this process.



4.8. Disputed Issues Escalation

4.8.1. Introduction

There are 3 types of Issues that can be raised in the Lodgement Quality System (LQS).

Lodgement Issues

Issues raised by Australia Post. These issues contribute to the BMP rating assessment.

Operational Issues

Issues raised by Australia Post of an operational nature. E.g.: Overweight ULD's, Meeting Record, planned lodgements etc.

Mailing Agent Issues

Issues raised by Mailing Agents. E.g.: Dispute a Lodgement Issue, Insufficient ULD's, insufficient trays, labels left in trays etc.

4.8.2. Lodgement Issues

A Lodgement issue is any non-conformance with Australia Post products terms and conditions or PIP processes.

Australia Post Bulk Mail Acceptance Site (BMAS) Officers are solely responsible for raising a Lodgement Issue. The issue must be lodged in LQS by BMAS within 24 business hours (excluding weekends) of detection. If the issue is not recorded in LQS within this timeframe; it is deemed that no issue exists.

The Mailing Agent (MA) has 24 business hours (excluding weekends) to make comments or dispute the issue via LQS. Notification of a Lodgement Issue dispute must be made via the LQS Mailing Agent Register. Only the issue number is required in the e-mail as the LQS system contains the detail.

Australia Post must respond to the Mailing Agent via the same Mailing Agent Issue Register within 24 business hours (excluding weekends) of receipt. The response may not be the resolution but an acknowledgement that it's being reviewed by the relevant Australia Post area. It is the responsibility of the Manager of the Lodgement Point to follow up and ensure that the issue is being addressed and recorded into the LQS Mailing Generator Register.

4.8.3. Disputed Lodgement Issue Timeline

Australia Post Bulk Mail Acceptance Site (BMAS) raise a lodgement issue with 24 business hours of detection

Mailing Agent has 24 business hours to dispute issue.

Australia Post must respond to the Mailing Agent with 24 business hours with an acknowledgement or decision.

4.8.4. Operational Issues

An Operational Issue is any non-conformance that impact on operations at the acceptance point. These may include OH&S issues; ULD overweight or mail lodged late, but are not specific to a lodgement non-conformance category.

Australia Post Bulk Mail Acceptance Site (BMAS) Officers are solely responsible for raising an Operational Issue. The issue must be lodged in LQS by BMAS within 24 business hours (excluding weekends) of detection.

The Mailing Agent (MA) has 24 business hours (excluding weekends) to make comments or dispute the issue via LQS. It is the responsibility of the Mail Generator (MG) to e-mail Australia Post if they have made a comment on the Operational Issue Register that requires Australia Post to respond. If they are disputing an Operational Issue they must respond via the LQS Mailing Agent Register and followed up by sending an e-mail to their lodgement point advising them that an issue has been raised. Only the issue number is required in the e-mails as the LQS system contains the detail.

Australia Post must respond to the Mailing Agent via the same Mailing Agent Issue Register within 24 business hours (excluding weekends) of receipt. The response must indicate whether the issue remains and why or that the issue will be removed from LQS. Depending upon the nature of the dispute the response may indicate action taken to remedy the dispute (refer process map Part 2, Section 12).

4.8.5. Disputed Operational Issue Timeline

Australia Post BMAS raise a lodgement issue with 24 business hours of detection

Mailing Agent has 24 business hours to dispute issue.

Australia Post must respond to the Mailing Agent with 24 business hours with an acknowledgement or decision.

4.8.6. Mailing Agent Issue

The Mailing Agent Issue type is designed to allow Mailing Agents to raise issues with Australia Post and to bring them to the attention of Australia Post management.

Mailing Agents use the Mailing Agent Issues Register to object to a Lodgement or Operational Issue or to lodge their own issue against Australia Post. These may include truck arrived late, insufficient ULD's or live mail found in trays/ULD's.

Issues must be raised within 24 business hours (excluding weekends) of occurring.

Australia Post must respond to the issue within 24 business hours (excluding weekends). The response may not be the resolution but an acknowledgement that it's being reviewed by the relevant Australia Post area. It is the responsibility of the Manager of the Lodgement Point to follow up and ensure that the issue is being addressed and recorded into the LQS Mailing Agent Issue Register.

If the issues can be resolved at the lodgement point the Lodgement Point Manager must respond via the LQS Mailing Agent Register. If the Lodgement Point Manager is unable to resolve the issue, it must be forwarded to the Mailing Agent's Account Manager. The Account Manager must respond to the Lodgement Point with an appropriate response from the relevant Australia Post area and enter into LQS (refer process map Part 2, section 13).

The Mailing Agent is primarily responsible for closing an issue in LQS. Should an issue not be closed off within a reasonable time then the Australia Post Risk Analyst may do so.

4.8.7. Disputed Mailing Agent Issue Timeline

Mailing Agent to raise an issue with 24 business hours of detection

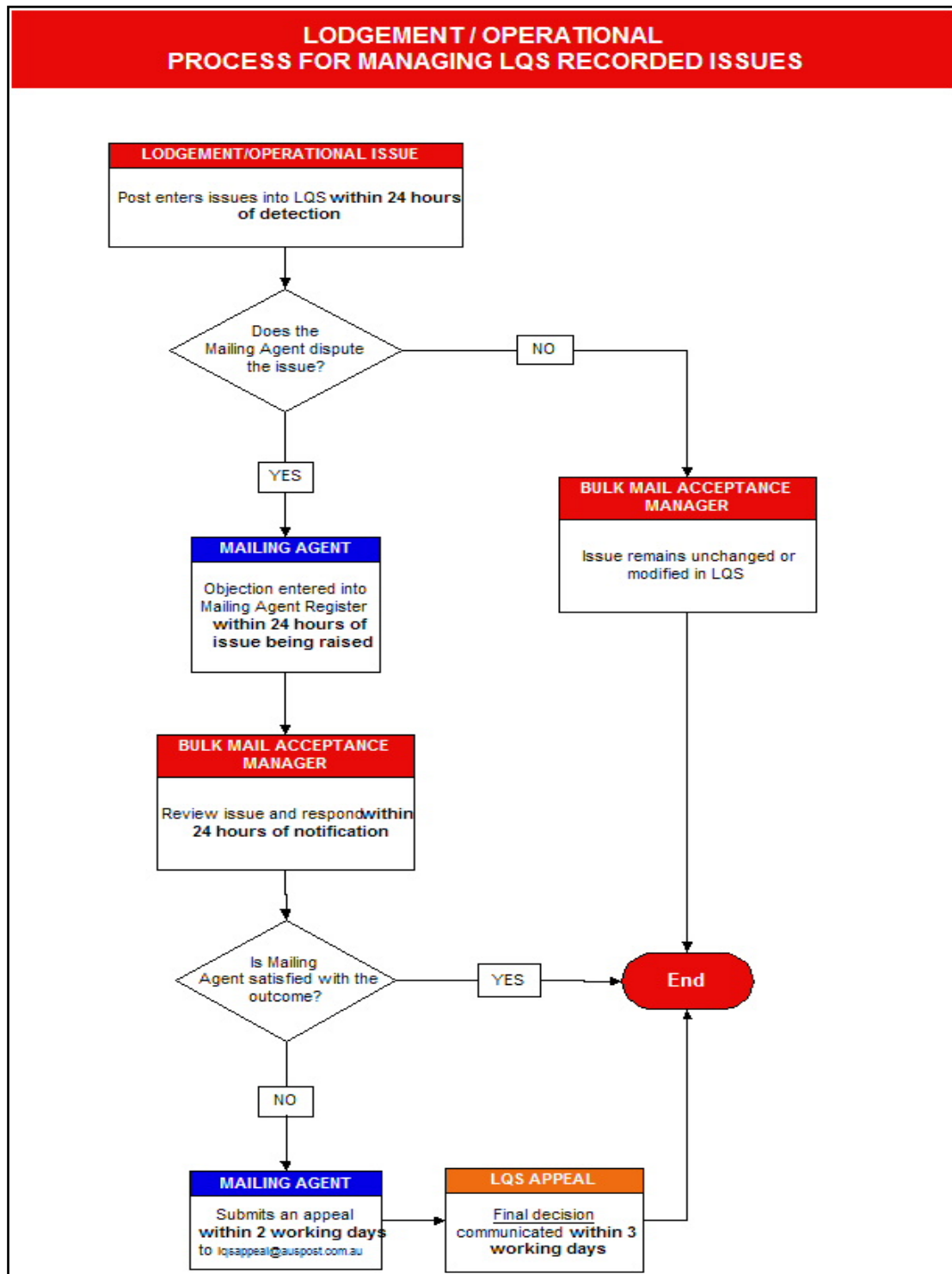
Australia Post has 24 business hours to respond with an acknowledgement or resolution of the issue

4.8.8. The Right to Appeal

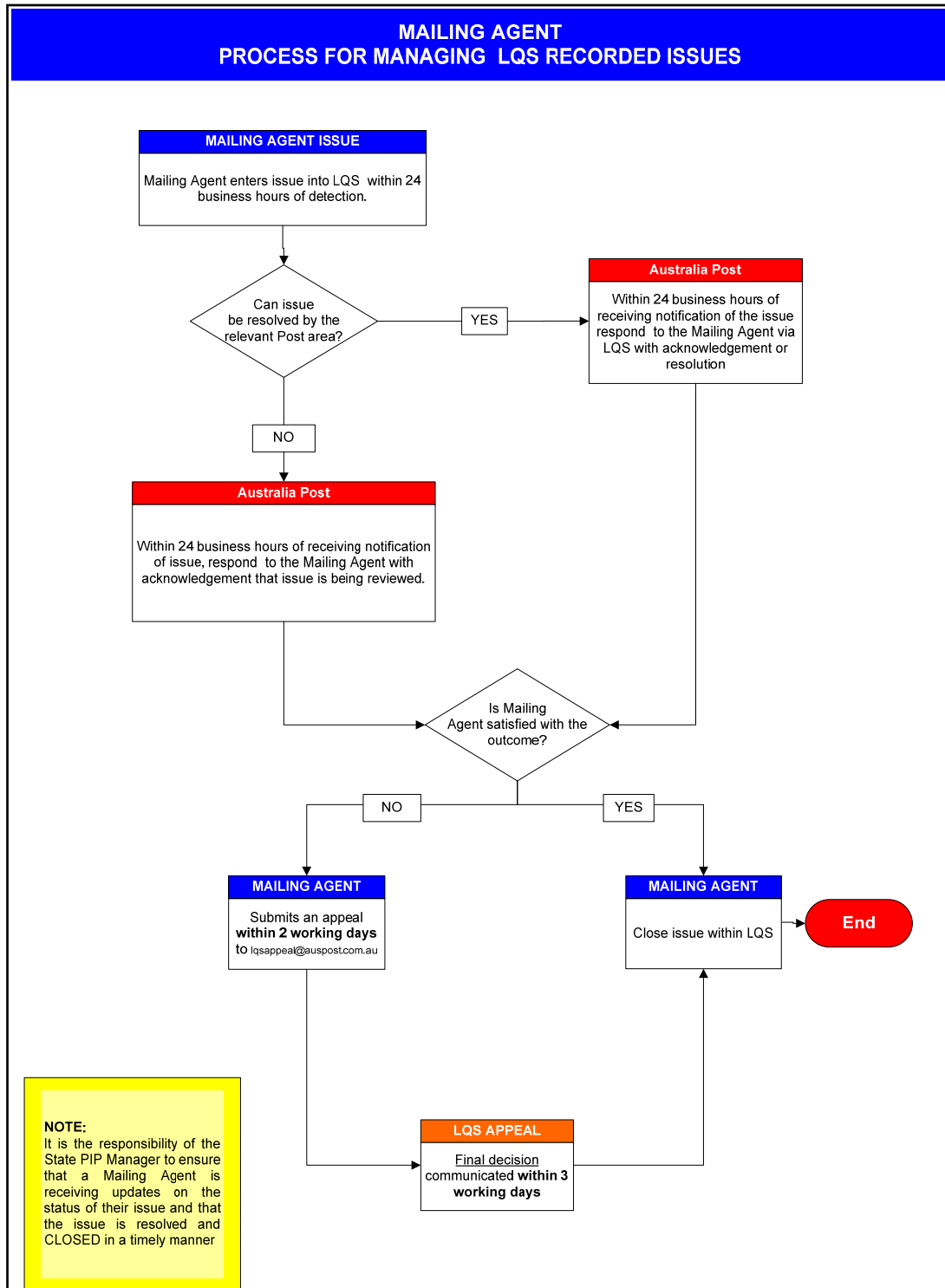
A BMP accredited Mailing Agent may appeal against any decision made within **2 working days** of notification. The submission must detail the basis for the appeal including any supporting evidence. The appeal must be submitted via e-mail to lqsappeal@auspost.com.au. The final decision on appeals will be made by the Manager, Products and Support Services at Australia Post Headquarters within **3 working days**.

The timelines contained within this protocol are intended to ensure that matters of dispute are dealt with prior to the release of the monthly reports.

4.9. Flow Chart Lodgement/Operational Process for Managing LQS Recoded Issues



4.10. Flow Chart - Mailing Agent Issues – Process for Managing LQS Recorded Issues



4.11. A.P. Commitment to Accepting & Processing Mail under BMP

Under the partnership principles of PIP/BMP, every effort is to be made to ensure that there are no delays to the acceptance and processing of bulk mail. The guidelines below have been developed to ensure that wherever possible the mail keeps moving.

Where a non-conformance is encountered, a decision to hold a lodgement, pending contact with a PIP/BMP site, can only be made in circumstances where there is a major revenue impact and /or Australia Post will encounter significant operational difficulties in efficiently processing the mail.

- Bulk Mail Acceptance Site (BMAS) officers are to ensure that lodgements made by BMP mail houses are **not** put on hold unless the circumstances of the non-conformance are deemed to be **major**.
- **Major** non-conformances that may hold up a lodgement that require advice from the PIP/BMP site include but are not limited to:
 - **“No Mailing Statement”** - this could be mail that was not meant to be sent by the customer
 - **“Privacy Issues”** – complete unsealing of envelopes
 - **“High Volumes”** that could not be verified, i.e. discrepancy between actual verses declared volumes
 - **“High Volumes”** of non-conforming mail that would impact on the processing of the articles and require an adjustment to prices, e.g. incorrect barcode, incorrectly sorted letters.
 - Credit Check Failed
- A PIP/BMP site will be contacted if the matter has been assessed as major. The purpose of the contact is to determine whether the PIP/BMP mail house accepts the finding of the BMAS and the revised prices for the mailing (if applicable). The BMP mail house has the option of withdrawing the lodgement so that it can be modified and represented at another time. If the BMAS is unable to contact the PIP/BMP site then the BMAS must contact their Bulk Mail Acceptance Manager / State Revenue Protection Manager (Account Manager must also be notified), who will be responsible for making the decision on releasing or holding the mail.
- In circumstances where it is determined that it is not a major non-conformance issue, the lodgement must be accepted and released for processing immediately. Generally, these are considered to have low revenue impact and/or may cause minor operational problems, primarily due to the low volumes involved.



- **Minor** non-conformance examples include but are not limited to:
 - Non-conformances classified as low / medium severity in LQS
 - Administrative issue with the mailing statement that can be fixed the next day or anything that can be proved to the customer the following day e.g. declared as small letter on mailing statement, but received large letters - BMAS can take copy of one article to prove findings.
 - If an issue involves recovering or returning of revenue, then the mailing statement is to be rejected in e-LMS for re-submission within 24 business hours by the PIP/BMP site in order to ensure that the correct charges are applied to the lodgement. The physical mail must be processed as normal and not put on hold.
 - If the mail is released in good faith then the PIP/BMP site must accept the findings made by the BMAS of any non-conforming lodgement and any additional charges that may apply.
 - All non-conformance issues are required to be recorded in Lodgement Quality System (LQS).

4.12. Issues outside a Mail House control – Issue Resolution Plan (IRP)

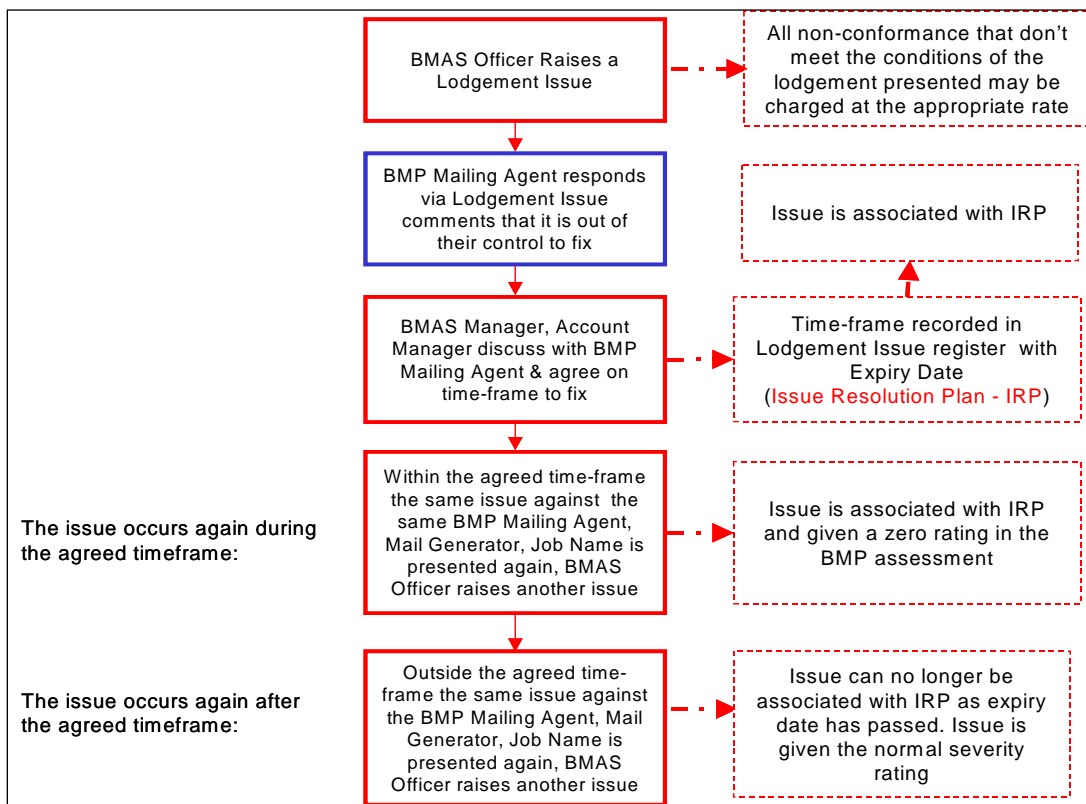
This process is designed to cater for issues that arise where it is reasonable to allow the BMP Mail House time to resolve the issue with its client or supplier. This may include:

- Where the problem is caused by data supplied by the Mail Generator and it is not possible for the BMP Mail House to correct the problem
- Where envelopes (or other consumables) supplied by the Mail Generator do not meet Australia Post product conditions
- Where Australia Post amends or clarifies product conditions that result in the Mail Generator having to make changes to conform to the requirements stated.

Under this protocol, issues will be given a “zero rating” in the BMP assessment calculation for an agreed period to allow for time to resolve the issue.

Disputes over whether an issue should be included in this protocol will be handled in the same way as the current disputed issues resolution protocol.

The flowchart below illustrates this process.



5. BMP ASSESSMENT FRAMEWORK

5.1. Introduction

In the development of BMP, extensive analysis was carried out of issues that are arising at the acceptance point. Based on this a framework for analysis of issues was developed, illustrated in the diagram in section 5.4. This framework is being used in three main areas:

- The BMP self assessment form – where applicants to the program are asked to fill in a self assessment questionnaire with details of their internal controls – the self assessment form is contained in Appendix B of this document; and is also available at www.auspost.com.au/business/bulk-mail-partner-program.html
- Issues recording – All issues that occur at the lodgement point are recorded in LQS.
- Acceptance Checking, where the level and type of acceptance check is being driven by a risk assessment based on analysis of issues.

This consistent framework is allowing a more fact-based discussion of the management of acceptance by Australia Post, and allowing for measurement of performance of both Australia Post Acceptance Staff and Mail Houses.

In addition, the use of the same framework for both self-assessment of controls by Mail Houses, and measurement of issues at acceptance, is giving some rigour to the feedback on the self-assessment. So, there may be examples where a Mail House asserts in its self-assessment that it has controls in place in a certain area, but the issues that are arising at acceptance clearly demonstrate that those controls are ineffective. Under those circumstances, there is a clear opportunity for the Mail House to work on a targeted improvement program.

5.2. Categories of non-conformance

Based on the analysis of issues, six key categories of non-conformance have been identified:

- Presentation
- Addressing
- Product category
- Sorting
- Volumes, and
- Documentation

Each of these has been broken into sub-categories and then issue types. Section 8.4 of this document contains the full breakdown for all products.



5.3. Use of the framework for BMP Assessment

The framework is being used in the assessment process in two ways:

- To review the level of internal control at the Mail House
- The primary vehicle for this review is a self-assessment questionnaire, focussing on the internal controls set out above. In addition, there is the opportunity for Australia Post to carry out audits of job bags to ensure that there is evidence of controls being effectively carried out.
- To review the quality of Mail House outputs.
- LQS produces monthly benchmarking of performance between Mail Houses, and provides a fact-base for analysis of issues arising at lodgement. A Mail House seeking BMP status must not be exceeding the 5% quality benchmark at the end of the assessment period.

The detail of the assessment process is set out in section 6.

| Potential non-conformances categories and sub-categories | | Sales and Customer Service (Mail Piece Design) | IT | Printing | Inserting | Postage |
|--|-----------------------------------|--|-----|----------|-----------|----------|
| Mail Piece Presentation | Article Characteristics | 1.1 | 2.1 | 3.1 | 4.1 | 5.1 |
| | Address & Barcode Visibility | | | | | |
| | Letter Layout Requirements | | | | | |
| | Mandatory Inscriptions | | | | | |
| Mail Piece Addressing | Failed CBQA test | 1.2 | 2.2 | 3.2 | | |
| | Incorrect Addressing | | | | | |
| Mail Category | Incorrect PreSort category | 1.3 | 2.3 | | | 5.2 |
| | Service Delivery Standard | | | | | |
| | Size / weight / thickness / Shape | | | | | |
| Mail Sorting | Incorrect sorting to tray or ULD | | 2.4 | | 4.2 | |
| | Incorrect tray or bundle | | | | | |
| | Tray labels | | | | | |
| Volumes | Actual exceeds M/S | 1.4 | 2.5 | 3.3 | 4.3 | 5.3 |
| | Actual less than M/S | | | | | |
| Documentation | BCM | 1.5 | 2.6 | 3.4 | 4.4 | 5.4, 5.5 |
| | MIL | | | | | |
| | Reconciliation Document | | | | | |
| | Tray Count | | | | | |
| | Mailing Statement | | | | | |



5.4. Definition of key control points

The major processes within a Mail House are:

- Sales and customer service, including all the interactions with the Mail House around mail piece design
- IT including all the data preparation for the job, and the production of the key reconciliation documentation such as Barcode Manifests
- Printing; including the use of CBQA that ensures the DPID matches address & that all dimensional specifications are met)
- Inserting, including intelligent and non-intelligent inserting machines and hand inserting; and
- Postage, which includes the final reconciliations of volumes, quality checks and the production of the mailing statement and the use of e-LMS.

The framework has been mapped onto the major processes within the Mail House to define control points at each stage of mail processing and production. The diagram below illustrates these points. The highlighted controls are considered to be essential for the production of quality output.

6. BMP ASSESSMENT PROCESS

6.1. Objective

The objective is to put in place a process to assess that:

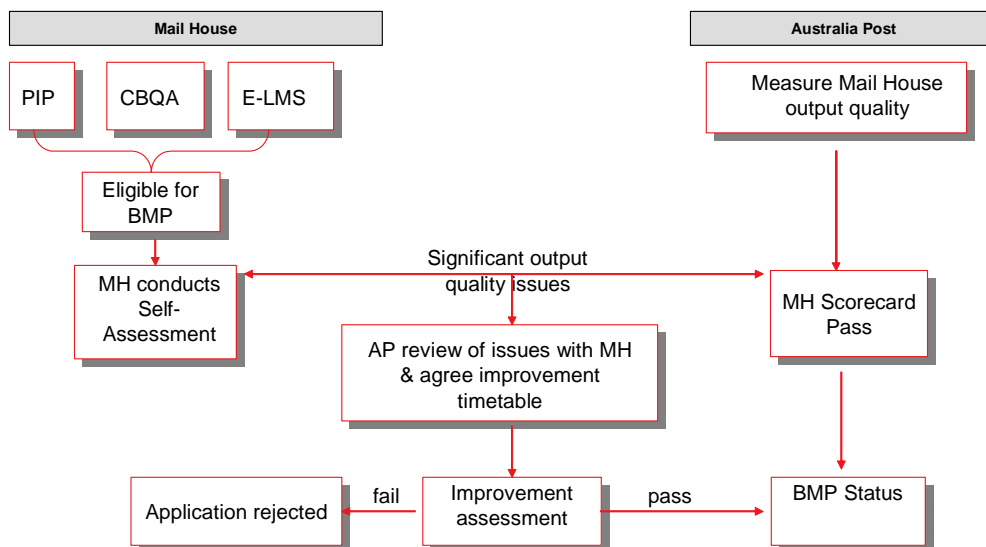
- CBQA is in place and is being used effectively (DPID & Dimensional Checks)
- The latest version of e-LMS is being used for at least 95% of all lodgements
- PIP is in place and is being maintained; and
- Mandatory product conditions are being met.

The process has been developed in consultation with the MMUA to ensure that it is transparent and fair. Australia Post will be the ultimate decision making authority on matters of admission to and suspension from BMP, so appropriate checks will be built within Australia Post to ensure fairness and consistent treatment.

The assessment process will be used for admission to BMP as well as to review retention of BMP status.

6.2. Process for admission to the scheme

The process for admission to the scheme is set out in the diagram below:





The key to the process is the review and comparison of internal controls identified by the Mail House and the review of the output of the Mail House. Where significant quality issues are occurring, the self-assessment form can be reviewed with the Mail House, and an improvement plan put in place to resolve any major shortcomings in control. If the improvement plan is satisfactory, then BMP status will be awarded subject to completion of the improvement plan.

Note: Mail Houses applying for BMP are being assessed on their performance prior to becoming BMP, learning from the data captured by LQS. A Mail House will not be eligible for membership of BMP until their performance is below the current benchmark limit (5%).

6.3. Self-assessment questionnaire

The self-assessment questionnaire is contained in 9. The form is designed to ensure that control processes are in place in the Mail House. The key questions and the relationship to Mail House processes are shown below.

| Potential non-conformances categories and sub categories | | Sales & Customer Services (mail piece design) | IT (data prep & mail piece layout) | Printing | Inserting | Postage |
|--|---------------------------------|--|--|--|--|---|
| Mail piece Presentation | Article characteristics | Does your Sales process take into account Post product conditions when designing and agreeing on product characteristics with Generator? | Does your IT process take into account Post requirements when preparing the addressing data and the contents of documents to be printed? | Does your Printing process integrate appropriate checks that ensure the mail piece will comply with Post requirements? | Does your Inserting process integrate appropriate checks to verify that mail produced complies with Post requirements? | Does your Postage process integrate appropriate checks to ensure the mail quality and quantity produced comply with plan and declaration, prior to lodgement with Post? |
| | Barcode visibility | | | | | |
| | Letter layout requirements | | | | | |
| | Mandatory inscriptions | | | | | |
| Mail piece Addressing | Failed CBOA test | | | | | |
| | Incorrect Addressing | | | | | |
| Mail Category | Incorrect product | | | | | |
| | Incorrect PreSort category | | | | | |
| | Service delivery standard | | | | | |
| Mail Sorting | Size/weight/ thickness | | | | | |
| | Incorrect sorting to tray & ULD | | | | | |
| | Incorrect tray or bundle | | | | | |
| | Tray labels | | | | | |
| Volumes | Actual exceeds M/s | | | | | |
| | Actual is less than M/s | | | | | |
| | No declaration | | | | | |
| Documentation | BCM | | | | | |
| | Billing details | | | | | |
| | ML | | | | | |
| | Reconciliation Document | | | | | |
| | Tray count | | | | | |

Mail Houses must be able to demonstrate that they have the key controls in place (highlighted on the form) and should be expected to have a significant proportion of the other controls in place.

6.4. Completion of the self-assessment form

The form will require sign off from both operational and executive management within a Mail House, this may include:

- The operations manager at the facility;
- The local state manager; and
- The CEO of the Mail House.

6.5. Application timelines

Applications for BMP will be assessed quarterly, in accordance with the timetable below.

| | | | | |
|------------------------------|---------|----------|---------|--------|
| Applications Open | 1 Jan | 1 April | 1 July | 1 Oct |
| Applications Close | 31 Jan | 30 April | 31 July | 31 Oct |
| Decision Notified - week of: | 1 March | 1 June | 1 Sept | 1 Dec |
| BMP Status Commences | 1 April | 1 July | 1 Oct | 1 Jan |

6.6. BMP Promotion

BMP Mail Houses will be listed on the Australia Post web-site <http://auspost.com.au/business/bulk-mail-partner-program.html> and will also be listed in the Australia Post Priority magazine.

6.7. BMP Certificates

A BMP Certificate will be awarded to each successful applicant, authorised by the relevant Australia Post Commercial Manager. Certificates are current to 30 June each year, and will be re-issued (with revised dates shown on the certificates) on 1 July annually. Exceptions to the automatic re-issue of certificates each year are outlined in the BMP Information Guide (available for download at the BMP website).

6.8. BMP Logo

A BMP logo will be made available to Mail Houses once BMP is approved. (Upon request, Australia Post will provide the image as an EPS file.)

The BMP logo has been designed to stand alone, and may be used to promote BMP status. The BMP logo must not be altered, defaced, made any addition to, or obliterated wholly or partly, to form a separate symbol. For further information about the correct use of the BMP logo, please contact the Manager, Products and Support Services Unit.

7. POST 6PM LODGEMENTS

7.1. Principles

It was agreed by M&ND, Letters Group, Revenue Collection and BMP Members that post 6pm Lodgement would be effective from 11th October 2004.

It is important for each Mailing Agent to understand that any lodgements made after 6pm will be accepted on a non-service committed basis.

No fee is to be applied for the acceptance and checking function.

In providing access to non-service committed post 6pm Lodgements, each Mailing Agent will need to commit to:

- Lodge progressively throughout the day. Australia Post and the Mailing Agent are to mutually agree upon approximate volumes and times for the transport of lodgements to be made throughout the day (pre 6pm). It is important that volumes normally lodged prior to 6pm are not held over and lodged after 6pm; and
- Work with Australia Post to determine the feasibility and opportunities that may arise by changing the mix and flow of mail that is lodged progressively throughout the day.

7.2. Conditions

The following conditions apply for the acceptance of non-service committed post 6pm Lodgements:

- Lodgements must be received no later than 10:30pm (or other mutually agreed time) at the nominated lodgement point/s;
- Acceptance be extended to the following products:
 - PreSort
 - Clean Mail;
 - Full Rate;
 - International; and where capacity exists
 - Print Post
 - Impact Mail

Note: Remakes (spoils that are recreated) that are part of a mailing made under the conditions supporting the 'Perfect Lodgement/Job' concept

32



should not be lodged as part of the 6pm mailings, but rather held over and submitted with relevant documentation the following day.

- Advice of the estimated number of lodgements and volume, by product, to be advised to the nominated Australia Post contact by no later 2pm on the day of lodgement.
- The lodgement document supporting the after hours lodgement/s must be electronically sent to the nominated lodgement point, using e-LMS. Other supporting documents, must accompany the lodgement.
- Subject to availability, transport provided by Australia Post to be charged at \$70 per pick up (scheduled) and \$100 per pick up for ad hoc requests. For ad hoc requests, Australia Post will endeavour to provide transport and this will often depend on having an available vehicle to match capacity requirements.
- **Note:** Transport fees are to be charged where no notification to cancel a pick up is received by midday on the day of the scheduled pick up.
- The Mailing Agent must provide an after hours contact to assist in resolving any problems detected with late lodgement/s.

7.3. Acceptance

Mailing Agents are requested to submit a mailing statement via e-LMS as well as a manifest with every lodgement. When each lodgement is received at the nominated lodgement point, it will be accepted in e-LMS as a 'Late Lodgement' and will record the date and time of receipt. The checking and charging of post 6pm lodgements will be at the discretion of the acceptance facility and may not occur until the following day.

8. ISSUES SEVERITY

8.1. Introduction

The issues severity methodology was published to the BMP community in September 2004, and was approved by the Major Mail Users of Australia (MMUA). At that stage, the methodology was only applied to the PreSort letters service. Since then, the methodology has been changed to cover a wider range of Australia Post products.

In June 2005 a comprehensive review of the approach was carried out in conjunction with the MMUA.

This section of the manual sets out the methodology for applying severity to issues and contains the full list of issues and their associated severity. These issues are used in the Lodgement Quality System (LQS).

8.2. Dimensions of severity

Severity has been considered in three dimensions:

- The impact on the customer.
- This dimension takes account of the impact on three groups:
 - The end consumer or addressee of the mail.
 - The Mail Generator.
 - The mail house.
- The impact on mail processing.
 - This takes into account issues that cause delay or additional cost within the mail processing and delivery network.
- The impact on revenue collection.
 - This takes into account issues where there is a risk of revenue misstatement or there is additional work required in the acceptance checking function.

In each case, the issues have been given a ranking of 3,2,1 or 0, referring to high, medium, low or no impact. An average of the three ratings is used to calculate an overall risk management rating.

8.2.1. Impact on Customer

High impact issues

- Where there is a potential for breach of confidentiality – such as unsealed envelopes.
- Areas where the cost of the mailing may be significantly impacted – as the Mail Generator will be charged a different amount than planned.

Issues Severity

- Where there is a potential for significant delay in the mail being delivered.
- Where there is no proof that the mail has been lodged.

Medium impact issues

- Areas where the cost of the mailing may be impacted – as the mail generator will be charged a different amount than planned.
- Where there is a potential for some delay in the mail being delivered.

Low impact issues

- Areas where the cost of the mailing may be marginally impacted – as the mail generator will be charged a different amount than planned.
- Where there is some small potential for some delay in the mail being delivered.
- Where the billing details for the client may be incorrect.

8.2.2. Impact on Processing

High impact issues

- Where there is significant re-work required – potentially mail may have to be manually processed rather than machine sorted.

Medium impact issues

- Where there is potential for re-work in processing areas.
- Where mail may be routed to the wrong machines in the tray management system.
- Where there is an Occupational Health and Safety Issue

Low impact issues

- Where there is a small potential for re-work in processing areas.
- Where there is potential for delay in processing.

8.2.3. Impact on Revenue Collection

High impact issues

- Areas where the cost of the mailing may be significantly impacted.
- Areas where there is insufficient information to carry out an assessment of the lodgement.

Medium impact issues

- Areas where the cost of the mailing may be impacted.
- Where there is significant additional work required in acceptance checking.

Low impact issues

- Areas where the cost of the mailing may be marginally impacted.
- Where there is minor additional work required in acceptance checking.

Issues Severity

Note that for Print Post, there are a number of issues where a surcharge can be made, for example, incorrect addressing, plastic overhang and plastic seam obscuring the address block. In these cases, there is no opportunity for the Mail House to declare the correct price (including the surcharge). These issues will be recorded in LQS with a zero weighting.

8.3. Formulae

For each area of impact, i.e. customer, processing and revenue collection, each issue will be given a rating of 3,2,1, or 0 referring to high, medium, low or no impact. The average of the ratings for the three areas is the overall severity for the issue.

Once the rankings for the issues in the three impact areas have been approved by the BMP Steering Committee, the formula for BMP performance will be extended to take account of the overall severity of the issue.

The impact of a particular issue in a month will be the number of occurrences of that issue multiplied by the overall severity for the issue.

The BMP weighted performance will be the sum of the impacts for all issues recorded in the month divided by the number of lodgements recorded in e-LMS in the month.

Total Severity

Total number of e-LMS lodgements

In practice this is calculated by adding the severity of each issue type recorded in the issues register.



The following example illustrates the approach. The table is an extract from a sample issues report for a BMP mail house. In this example, eight issues were raised. Adding up the severity column gives a result of 9.0. Assuming that the mail house had 400 lodgements in the month, the BMP percentage would be $9.0/400 = 2.25\%$.

| Mail Generator | Product Name | NC Category Description | Sub Category Description | NC Issue Type Description | Issue Severity |
|----------------|--------------|-------------------------|-----------------------------|---|----------------|
| Client | PreSort | Volumes | Actual exceeds M/s | Discrepancy has low impact (more volume) | 0.666667 |
| Client | Print Post | Documentation | Mailing Statement | Incorrect/ incomplete billing details | 0.666667 |
| Client | PreSort | Sorting | Incorrect tray or bundle | Mail in trays facing wrong way | 0.666667 |
| Client | PreSort | Category | Incorrect PreSort category | Not eligible for Direct tray | 1.333333 |
| Client | PreSort | Category | Size/weight/thickness/shape | Declared at higher pricing than actual category | 2 |
| Client | PreSort | Category | Incorrect PreSort category | Not eligible for Direct tray | 1.333333 |
| Client | Parcels | Category | Size/weight/thickness/shape | Declared at lower pricing than actual category | 2 |
| Client | PreSort | Documentation | MIL | Incorrect/ incomplete MIL | 0.333333 |



8.4. Issues Severity by Product

8.4.1. PreSort

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-----------------------------|------------------------------------|-------------------------------------|----------|-------------------------------|----------|------------------------------------|----------|------------------|
| Presentation | Article characteristics | Mail piece too rigid and/or stiff | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | | Plastic Overhang | Cost may be significantly impacted | 3 | Potentially manual processing | 2 | Cost may be significantly impacted | 3 | 2.67 |
| | | Sealing | Potential breach of confidentiality | 3 | Small potential for re-work | 1 | None | 0 | 1.33 |
| | | Sticking | Small potential for delay | 1 | Potential re-work | 2 | None | 0 | 1 |
| | Article layout requirements | Advertising zone size/position | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | | Barcode &/or address in Clear zone | Cost may be impacted | 2 | Potentially manual processing | 2 | Cost may be impacted | 2 | 2 |
| | Inscriptions | No Charity Mail approval number | Cost may be marginally impacted | 3 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | | No Postage Paid Indicator | Cost may be marginally impacted | 3 | None | 0 | None | 0 | 0.33 |
| | | No Return Address | Small potential for delay | 0 | Potential re-work | 2 | None | 0 | 1 |
| | | No Off Peak Indicator | Small potential for delay | 3 | Possible processing delays | 1 | None | 0 | 0.67 |

Issues Severity



PreSort

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|---------------------------------|---|------------------------------------|----------|--|----------|------------------------------------|----------|------------------|
| Addressing | Address &/or Barcode visibility | Address/Barcode not visible &/or label skew | Cost may be impacted | 2 | Potentially manual processing | 3 | Cost may be impacted | 2 | 2.33 |
| | | Visibility blocked by plastic skew/seam | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | | Wrong Reflectance/Contrast | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | Failed CBQA test | Barcode data not matching address | Potential for significant delay | 3 | Potentially manual processing | 3 | Cost may be significantly impacted | 3 | 3 |
| | | Barcode on tray label fails | None | 0 | Potential re-work | 2 | None | 0 | 0.67 |
| | | Barcode unreadable | Cost may be significantly impacted | 3 | Potentially manual processing | 3 | Cost may be significantly impacted | 3 | 3 |
| | | Failed dimensional analysis / template | Cost may be significantly impacted | 3 | Potential re-work | 2 | Cost may be significantly impacted | 3 | 2.67 |
| | | Incorrect/ not updated sortplans | Potential for significant delay | 3 | Tray might go to wrong part of the network | 2 | None | 0 | 0.67 |
| | Incorrect Addressing | Address Block, Format, Font & Print issues | None | 0 | Potential re-work | 2 | None | 0 | 0.67 |
| | | Barcode clear zone not observed | Cost may be impacted | 2 | Potentially manual processing | 3 | Cost may be impacted | 2 | 2.33 |

Issues Severity

PreSort



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|---------------------------------|---|------------------------------------|----------|----------------------|----------|------------------------------------|----------|------------------|
| Category | Not eligible for PreSort | Not eligible for Direct tray | Cost may be impacted | 2 | None | 0 | Cost may be impacted | 2 | 1.33 |
| | | Declared incorrect product | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | Service delivery | Declared higher pricing than actual service | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | | Declared lower pricing than actual service | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Size/weight/ thickness/shape | Declared at higher pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Declared at lower pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | Presort Level | Declared Incorrect Presort Level | Cost may be marginally impacted | 1 | None | 0 | Cost may be impacted | 2 | 1 |

Issues Severity



PreSort

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------|---|---------------------------------|----------|--|----------|------------------------------|----------|------------------|
| Sorting | Incorrect mail sortation | Mixed mail categories in 1 tray | None | 0 | Potential for rework | 2 | None | 0 | 0.67 |
| | | Incorrect / not updated sortplans | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | | Mixed PreSort categories in 1 tray | None | 0 | Potential for rework | 2 | None | 0 | 0.67 |
| | | Residue over 2000 not split in 8 destinations | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | Incorrect tray or bundle | Mail in trays facing wrong way | None | 0 | Potential for rework | 2 | None | 0 | 0.67 |
| | | More than one overflow tray for the same sortplan | Cost may be marginally impacted | 1 | None | 0 | Cost may be impacted | 2 | 0.67 |
| | | Use of wrong tray category | Small potential for delay | 1 | Tray might go to wrong part of the network | 2 | None | 0 | 1 |
| | | Tray or bundle exceeds 16 Kg. | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | ULD's | Incorrect/ incomplete label data | Small potential for delay | 1 | Small potential for re-work | 1 | None | 0 | 0.67 |
| | | ULD weight exceeds 600kg | none | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | Tray/ Bundle labels | Missing Label(s) | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | | Wrong type of label used on tray/ bundle | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | | Incorrect/ incomplete label data | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |

Issues Severity

PreSort



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-------------------------|---|------------------------------------|----------|----------------------|----------|------------------------------------|----------|------------------|
| Volumes | Actual exceeds M/s | Discrepancy has high impact (more volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (more volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Actual is less than M/s | Discrepancy has high impact (less volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (less volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |

Issues Severity



PreSort

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-------------------------|--|------------------------------------|----------|----------------------|----------|--|----------|------------------|
| Documentation | Barcode Manifest | Incorrect/ incomplete Barcode Manifest | Small potential for delay | 1 | None | 0 | Additional work required at acceptance | 1 | 0.67 |
| | | Incorrect tray count (BCM) | None | 0 | None | 0 | None | 0 | 0 |
| | | No Barcode Manifest | Small potential for delay | 1 | None | 0 | Additional work required at acceptance | 2 | 1 |
| | Mailing Statement | Incorrect/ incomplete mailing statement | Potential billing errors | 1 | None | 0 | Minor additional work required at acceptance | 1 | 0.67 |
| | | No mail with mailing statement | Potential billing errors | 1 | None | 0 | Cost may be significantly impacted | 3 | 1.33 |
| | | No Mailing Statement | No proof that mail has been lodged | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |
| | MIL | Incorrect/ incomplete MIL | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |
| | | No MIL | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | Reconciliation Document | No reconciliation doc data | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | Incorrect reconciliation doc data | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | No/Incomplete # spoils on reconciliation doc | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |



8.4.2. Clean Mail

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|---------------------------------|---|------------------------------------|----------|-----------------------------|----------|------------------------------------|----------|------------------|
| Category | Not eligible for Clean Mail | Address contains corrupted barcode | Cost may be significantly impacted | 3 | Potential re-work | 2 | Cost may be significantly impacted | 3 | 2.67 |
| | | Envelope Colours | Cost may be significantly impacted | 3 | Potential re-work | 2 | Cost may be significantly impacted | 3 | 2.67 |
| | | Insufficient volume | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Not Machine addressed | Cost may be significantly impacted | 3 | Small potential for re-work | 1 | Cost may be significantly impacted | 3 | 2.33 |
| | | Plastic wrapped | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Declared incorrect product | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | Size/weight/ thickness/shape | Declared at higher pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Declared at lower pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |

Issues Severity

Clean Mail



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------|--|---------------------------|----------|--|----------|---|----------|------------------|
| Sorting | Incorrect mail sortation | Mixed mail categories in 1 tray | None | 0 | Potential for rework | 2 | None | 0 | 0.67 |
| | | Mixed products in 1 tray | None | 0 | Small potential for rework | 1 | None | 0 | 0.33 |
| | Incorrect tray or bundle | Mail in trays facing wrong way | None | 0 | Potential for rework | 2 | Minor additional required at acceptance | 1 | 1 |
| | | Use of wrong tray category | Small potential for delay | 1 | Tray might go to wrong part of the network | 2 | None | 0 | 1 |
| | | Tray or bundle exceeds 16 Kg. | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | Tray/ Bundle labels | Incorrect/ incomplete label data | Small potential for delay | 2 | Small potential for rework | 2 | None | 0 | 1.33 |
| | | Missing Label(s) | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | | Wrong type of label used on tray/ bundle | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | ULD | ULD weight exceeds 600kg | none | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | | Incorrect/ incomplete label data | Small potential for delay | 1 | Potential rework | 1 | Cost may be marginally impacted | 1 | 1 |

Issues Severity
Clean Mail



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-------------------------|---|------------------------------------|----------|----------------------|----------|------------------------------------|----------|------------------|
| Volumes | Actual exceeds M/s | Discrepancy has high impact (more volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (more volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Actual is less than M/s | Discrepancy has high impact (less volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (less volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |

Issues Severity



Clean Mail

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-------------------------|--|------------------------------------|----------|----------------------|----------|--|----------|------------------|
| Documentation | Mailing Statement | Incorrect/ incomplete billing details | Potential billing errors | 1 | None | 0 | Minor additional work required at acceptance | 1 | 0.67 |
| | | No mail with mailing statement | Potential billing errors | 1 | None | 0 | Cost may be significantly impacted | 3 | 1.33 |
| | | No Mailing Statement | No proof that mail has been lodged | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |
| | MIL | Incorrect/ incomplete MIL | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |
| | | No MIL | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | Reconciliation Document | No reconciliation doc data | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | Incorrect reconciliation doc data | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | No/Incomplete # spoils on reconciliation doc | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |

8.4.3. Full Rate

Issues Severity



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------|---|------------------------------------|----------|--|----------|--|----------|------------------|
| Sorting | Incorrect tray or bundle | Mail in trays facing wrong way | None | 0 | Potential for rework | 2 | Minor additional work required at acceptance | 1 | 1 |
| | | Use of wrong tray category | Small potential for delay | 1 | Tray might go to wrong part of the network | 2 | None | 0 | 1 |
| | | Tray or bundle exceeds 16 Kg. | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | Tray/ Bundle labels | Incorrect/ incomplete label data | Small potential for delay | 1 | Small potential for re-work | 1 | None | 0 | 0.67 |
| | | Missing Label(s) | Potential for some delay | 2 | Potential for rework | 2 | None | 0 | 1.33 |
| | | Wrong type of label used on tray/ bundle | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | ULD | ULD weight exceeds 600kg | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | | Incorrect/ incomplete label data | None | 1 | Potential rework | 1 | None | 0 | 1 |
| Volumes | Actual exceeds M/s | Discrepancy has high impact (more volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (more volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Actual is less than M/s | Discrepancy has high impact (less volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (less volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |

Issues Severity



Full Rate

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-------------------------|--|------------------------------------|----------|----------------------|----------|--|----------|------------------|
| Documentation | Mailing Statement | Incorrect/ incomplete mailing statement | Potential billing errors | 1 | None | 0 | Minor additional work required at acceptance | 1 | 0.67 |
| | | No mail with mailing statement | Potential billing errors | 1 | None | 0 | Cost may be significantly impacted | 3 | 1.33 |
| | | No Mailing Statement | No proof that mail has been lodged | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |
| | MIL | Incorrect/ incomplete MIL | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |
| | | No MIL | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | Reconciliation Document | No reconciliation doc data | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | Incorrect reconciliation doc data | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | No/Incomplete # spoils on reconciliation doc | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |

Issues Severity

8.4.4. Print Post



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-------------------------------|---|------------------------------------|----------|----------------------|----------|------------------------------------|----------|------------------|
| Category | Not eligible for Print Post | Insufficient volume | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Declared incorrect product | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Publication Contains a Letter | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | Service delivery | Declared surface mail but actual is airmail | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | | Declared airmail but actual is surface mail | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Size/weight/thickness/shape | Declared at higher pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Declared at lower pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | Incorrect Print Post Category | Not eligible for SPD | Cost may be impacted | 2 | None | 0 | Cost may be impacted | 2 | 1.33 |
| | | Not eligible for LPD | Cost may be impacted | 2 | None | 0 | Cost may be impacted | 2 | 1.33 |

Issues Severity



Print Post

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------|--|---------------------------------|----------|--|----------|---------------------------------|----------|------------------|
| Category | State Categories | Declared Other State, actual is Same State | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | | Declared Same State, actual is Other State | Cost may be marginally impacted | 1 | None | 0 | Cost may be impacted | 2 | 1 |
| | | Declared local, actual is Same State | Cost may be impacted | 2 | None | 0 | Cost may be impacted | 2 | 1.33 |
| | | Declared local, actual is Other State | Cost may be impacted | 2 | None | 0 | Cost may be impacted | 2 | 1.33 |
| Sorting | Incorrect mail sortation | Incorrect/ not updated sortplans | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | | Mixed postcodes in postcode direct bundle/tray | Small potential for delay | 1 | Potential for re-work | 2 | None | 0 | 1 |
| | | Residue over 1000 not split in 8 destinations | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |

Issues Severity



Print Post

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|-------------------|--------------------------|--|---------------------------|----------|--|----------|--|----------|------------------|
| Sorting Continued | Incorrect tray or bundle | Mail in trays facing wrong way | None | 0 | Potential for rework | 2 | Minor additional work required at acceptance | 1 | 1 |
| | | Residue CBD same state not trayed | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | | Use of wrong tray category | Small potential for delay | 1 | Tray might go to wrong part of the network | 2 | None | 0 | 1 |
| | | Wrong stacking of bundles /not securely tied | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | | Wrong Tray placing in ULD | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | | Tray or bundle exceeds 16 Kg. | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | Tray/ Bundle labels | Incorrect/ incomplete label data | Small potential for delay | 1 | Small potential for re-work | 1 | None | 0 | 0.67 |
| | | Missing Label(s) | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | | Wrong type of label used on tray/ bundle | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |

Issues Severity



Print Post

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|-------------------|--------------|--|---------------------------|----------|--|----------|------------------------------|----------|------------------|
| Sorting Continued | ULD | Incorrect Linehaul ULD top up | Small potential for delay | 1 | Tray might go to wrong part of the network | 2 | None | 0 | 1 |
| | | Incorrect ULD consolidation | Small potential for delay | 1 | Tray might go to wrong part of the network | 2 | None | 0 | 1 |
| | | Multiple sort division in same ULD not clearly separated | None | 0 | Small potential for re-work | 1 | None | 0 | 0.33 |
| | | Same sort division in multiple ULDs | Small potential for delay | 1 | Tray might go to wrong part of the network | 2 | None | 0 | 1 |
| | | ULD weight exceeds 600kg | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |

Issues Severity

Print Post



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-------------------------|---|------------------------------------|----------|----------------------|----------|--|----------|------------------|
| Volumes | Actual exceeds M/s | Discrepancy has high impact (more volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (more volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Actual is less than M/s | Discrepancy has high impact (less volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (less volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| Documentation | Mailing Statement | Incorrect/ incomplete mailing statement | Potential billing errors | 1 | None | 0 | Minor additional work required at acceptance | 1 | 0.67 |
| | | No mail with mailing statement | Potential billing errors | 1 | None | 0 | Cost may be significantly impacted | 3 | 1.33 |
| | | No Mailing Statement | No proof that mail has been lodged | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |

Issues Severity



Print Post

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|----------------------------|--|---------------------------|----------|----------------------|----------|--|----------|------------------|
| Documentation | Linehaul Mailing Statement | Incorrect/ incomplete Linehaul mailing statement | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |
| | | No Linehaul mailing statement | None | 0 | None | 0 | Insufficient information to carry out acceptance check | 3 | 1 |
| | Print Post Manifest | Incorrect/ incomplete Print Post manifest | Small potential for delay | 1 | None | 0 | Minor additional work required at acceptance | 1 | 0.67 |
| | | No Print Post Manifest | Small potential for delay | 1 | None | 0 | Additional work required at acceptance | 2 | 1 |
| | Print Post Summary | Incorrect/ incomplete Print Post Summary | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | No Print Post Summary | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |

Issues Severity



Print Post

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|-------------------------|-----------------------|---|---------------------------------|----------|-----------------------------------|----------|--|----------|------------------|
| Documentation Continued | ULD Label | Incorrect/ incomplete ULD Label | Potential for some delay | 2 | Potential for rework | 2 | Additional work required at acceptance | 1 | 1.66 |
| | | No ULD Label | Significant potential for delay | 3 | Significant potential for re-work | 3 | Major additional work required at acceptance | 3 | 3 |
| | ULD Lodgement Summary | Incorrect/ incomplete ULD Lodgement Summary | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | No ULD Lodgement Summary | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |



8.4.5. International-Letters

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|---------------------------------|---|-------------------------------------|----------|-----------------------------|----------|------------------------------------|----------|------------------|
| Presentation | Article characteristics | Sealing | Potential breach of confidentiality | 3 | Small potential for re-work | 1 | None | 0 | 1.33 |
| | | Sticking | Small potential for delay | 1 | Potential re-work | 2 | None | 0 | 1 |
| | Inscriptions | No Postage Paid Indicator | Cost may be marginally impacted | 1 | None | 0 | None | 0 | 0.33 |
| | | No Return Address | Small potential for delay | 1 | Small potential for re-work | 1 | None | 0 | 0.67 |
| Addressing | Address &/or Barcode visibility | Address/Barcode not visible &/or label skew | None | 0 | Potential re-work | 2 | None | 0 | 0.67 |
| Category | Delivery zone | Declared higher pricing than actual delivery zone | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Declared lower pricing than actual delivery zone | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | Direct Entry | Not eligible for Direct Entry service | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |

Issues Severity



International Letters

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------------|---|------------------------------------|----------|----------------------|----------|------------------------------------|----------|------------------|
| Category | Service delivery | Declared higher pricing than actual service | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | | Declared lower pricing than actual service | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Size/weight/thickness/shape | Declared at higher pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Declared at lower pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | Not eligible for international | Declared incorrect product | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | Special services | Special services not declared | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |

Issues Severity
International Letters



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------|---|------------------------------------|----------|--|----------|--|----------|------------------|
| Sorting | Incorrect tray or bundle | Mail in trays facing wrong way | None | 0 | Tray might go to wrong part of the network | 2 | Minor additional work required at acceptance | 1 | 1 |
| | | Use of wrong tray category | Small potential for delay | 1 | Tray might go to wrong part of the network | 2 | None | 0 | 1 |
| | | Tray or bundle exceeds 16 Kg. | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | Tray/Bundle labels | Incorrect/ incomplete label data | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | ULD | ULD weight exceeds 600kg | none | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | | Incorrect/ incomplete label data | Small potential for delay | 1 | Potential rework | 1 | Cost may be marginally impacted | 1 | 1 |
| Volumes | Actual exceeds M/s | Discrepancy has high impact (more volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (more volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Actual is less than M/s | Discrepancy has high impact (less volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (less volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |

Issues Severity



International Letters

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-------------------------|--|------------------------------------|----------|----------------------|----------|--|----------|------------------|
| Documentation | Mailing Statement | Incorrect/ incomplete billing details | Potential billing errors | 1 | None | 0 | Minor additional work required at acceptance | 1 | 0.67 |
| | | No mail with mailing statement | Potential billing errors | 1 | None | 0 | Cost may be significantly impacted | 3 | 1.33 |
| | | No Mailing Statement | No proof that mail has been lodged | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |
| | MIL | Incorrect/ incomplete MIL | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |
| | | No MIL | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | Reconciliation Document | Incorrect reconciliation doc data | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | No reconciliation doc data | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | | No/Incomplete # spoils on reconciliation doc | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |



8.4.6. Parcels

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|---------------------------------|--|---------------------------------|----------|--------------------------------------|----------|------------------------------------|----------|------------------|
| Presentation | Article characteristics | Breakage/Product Damage | Potential for significant delay | 3 | Significant additional work required | 3 | Cost may be significantly impacted | 3 | 3 |
| | | Sealing/Packaging | Potential for delay | 2 | Significant additional work required | 3 | Cost may be impacted | 2 | 2.33 |
| | | Prohibited or dangerous goods | Unable to accept | 3 | Unable to accept | 3 | Unable to accept | 3 | 3 |
| | | Oversize dimensions | Potential for significant delay | 3 | Significant additional work required | 3 | Cost may be significantly impacted | 3 | 3 |
| | | Over weight | Potential for significant delay | 3 | Significant additional work required | 3 | Cost may be significantly impacted | 3 | 3 |
| | Inscriptions | No Postage Paid Indicator | Cost may be marginally impacted | 1 | None | 0 | None | 0 | 0.33 |
| | | No Return Address | Small potential for delay | 1 | Small potential for rework | 1 | None | 0 | 0.67 |
| Addressing | Address &/or Barcode visibility | Address incomplete | Potential for delay | 2 | Significant additional work required | 3 | Cost may be impacted | 2 | 2.33 |
| | | Sorting/Routing Barcode obscured/damaged | Small potential for delay | 1 | Significant additional work required | 3 | Cost may be impacted | 2 | 2 |

Issues Severity

Parcels



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--|-------------------------------------|------------------------------------|----------|----------------------|----------|--|----------|------------------|
| Category | Weight declared at higher pricing than actual category | Discrepancy has high impact | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact | Cost may be marginally impacted | 1 | None | 0 | Minor additional work required at acceptance | 1 | 0.67 |
| | Weight declared at lower pricing than actual category | Discrepancy has high impact | Cost may be significantly impacted | 3 | None | 0 | Cost may be impacted | 2 | 1.67 |
| | | Discrepancy has low impact | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Zone/State Categories | Declared higher pricing than actual | Cost may be significantly impacted | 3 | None | 0 | Cost may be impacted | 2 | 1.67 |
| | | Declared lower pricing than actual | Cost may be marginally impacted | 1 | None | 0 | Cost may be significantly impacted | 3 | 1.33 |
| | Special services | Special services not declared | Potential for delay | 2 | Potential rework | 2 | Cost may be impacted | 2 | 2 |
| | Parcels not Cubed | Discrepancy has high impact | Cost may be significantly impacted | 3 | None | 0 | Cost may be impacted | 2 | 1.67 |
| | | Discrepancy has low impact | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Not eligible for Parcels | Declared incorrect product | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |

Issues Severity



Parcels

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------|----------------------------------|---------------------------|----------|------------------------------|----------|---------------------------------|----------|------------------|
| Sorting | Incorrect mail sortation | Mixed states | None | 0 | Potential rework | 2 | Cost may be impacted | 2 | 1.33 |
| | | Mixed country & metro | None | 0 | Potential rework | 2 | Cost may be impacted | 2 | 1.33 |
| | Incorrect tray or bundle | Tray or bundle exceeds 16 Kg. | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | ULD | ULD weight exceeds 600kg | none | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | | Incorrect/ incomplete label data | Small potential for delay | 1 | Potential rework | 1 | Cost may be marginally impacted | 1 | 1 |

Issues Severity

Parcels



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------|---|------------------------------------|----------|----------------------------|----------|--|----------|------------------|
| Volumes | Actual exceeds M/s | Discrepancy has high impact | Cost may be significantly impacted | 3 | Small potential for rework | 1 | Cost may be significantly impacted | 3 | 2.33 |
| | | Discrepancy has low impact | Cost may be marginally impacted | 1 | None | 0 | Additional work required at acceptance | 2 | 1 |
| | Actual is less than M/s | Discrepancy has high impact | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| Documentation | Parcel Mailing Statement | Incorrect/incomplete Mailing Statement | Cost may be impacted | 2 | None | 0 | Cost may be impacted | 2 | 1.33 |
| | | No parcels with mailing statement | Potential billing errors | 1 | None | 0 | Cost may be significantly impacted | 3 | 1.33 |
| | | No mailing statement | No proof of lodgement | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |
| | | No/Incomplete Dangerous Goods/Customs Declaration | Potential for significant delay | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |
| | | Dangerous goods declaration unsigned | Potential for significant delay | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Incorrect/ incomplete billing details | Potential billing errors | 1 | None | 0 | Minor additional work required at acceptance | 1 | 0.67 |

Issues Severity



Parcels

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-----------------|---|---------------------------------|----------|--------------------------------|----------|--|----------|------------------|
| Documentation | Parcel Manifest | Incorrect/incomplete Manifest | Potential for some delay | 2 | None | 0 | Additional work required at acceptance | 2 | 1.33 |
| | | No hardcopy of manifest provided | Potential for some delay | 2 | None | 0 | Additional work required at acceptance | 2 | 1.33 |
| | | No electronic copy of manifest provided | Potential for some delay | 2 | None | 0 | Additional work required at acceptance | 2 | 1.33 |
| | | Customer contract details missing or incomplete | Potential billing errors | 1 | None | 0 | Additional work required at acceptance | 2 | 1 |
| | | No/Incomplete Dangerous Goods/Customs Declaration | Potential for significant delay | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |
| | | Dangerous goods declaration unsigned | Potential for significant delay | 3 | Occupational health and Safety | 3 | Additional work required at acceptance | 3 | 3 |



8.4.7. Unaddressed Mail Service (UMS)

| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|-----------------------------|---|------------------------------------|----------|-------------------------------|----------|--|----------|------------------|
| Presentation | Lodgement Conditions | Not lodged on nominated date | Potential for some delay | 2 | Possible processing delays | 1 | None | 0 | 1 |
| | | Not lodged at nominated Lodgement office | Potential for some delay | 2 | Possible processing delays | 1 | Additional work required at acceptance | 1 | 1.33 |
| | | Not eligible to accept as late lodgement | Potential for some delay | 2 | None | 0 | None | 0 | 0.67 |
| Category | Incorrect mail sortation | Not sorted to DC level | Cost may be impacted | 2 | Potentially manual processing | 3 | Cost may be impacted | 2 | 2.33 |
| | Service delivery | Declared higher pricing than actual service | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | | Declared lower pricing than actual service | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Size/weight/thickness/shape | Declared at higher pricing than actual category | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Declared at lower pricing than actual category | Cost may be significantly impacted | 3 | Possible processing delays | 1 | Cost may be significantly impacted | 3 | 2.33 |

Issues Severity

Unaddressed Mail Service



| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|---------------|--------------------------|--|------------------------------------|----------|--|----------|------------------------------------|----------|------------------|
| Category | State Categories | Declared Other State, actual is Same State | Cost may be marginally impacted | 1 | Possible processing delays | 1 | Cost may be marginally impacted | 1 | 1 |
| | | Declared Same State, actual is Other State | Cost may be marginally impacted | 1 | Possible processing delays | 1 | Cost may be impacted | 2 | 1.33 |
| | Booking | Not booked via the UMS Booking Request | Potential for some delay | 2 | Possible processing delays | 1 | None | 0 | 1 |
| | Not eligible for UMS | Declared incorrect product | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| Sorting | Incorrect tray or bundle | Mail not lodged in trays | Potential for some delay | 2 | Potential rework | 2 | None | 0 | 1.33 |
| | | Not bundled in 100 lots | Potential for some delay | 2 | Potential rework | 2 | None | 0 | 1.33 |
| | | Tray or bundle exceeds 16 Kg. | None | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |
| | Tray/ Bundle labels | Incorrect/ incomplete label data | Small potential for delay | 1 | Small potential for rework | 1 | None | 0 | 0.67 |
| | | Missing Label(s) | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | | Wrong type of label used on tray/ bundle | Potential for some delay | 2 | Tray might go to wrong part of the network | 2 | None | 0 | 1.33 |
| | ULD | ULD weight exceeds 600kg | none | 0 | Occupational Health & Safety | 2 | None | 0 | 0.67 |

Issues Severity



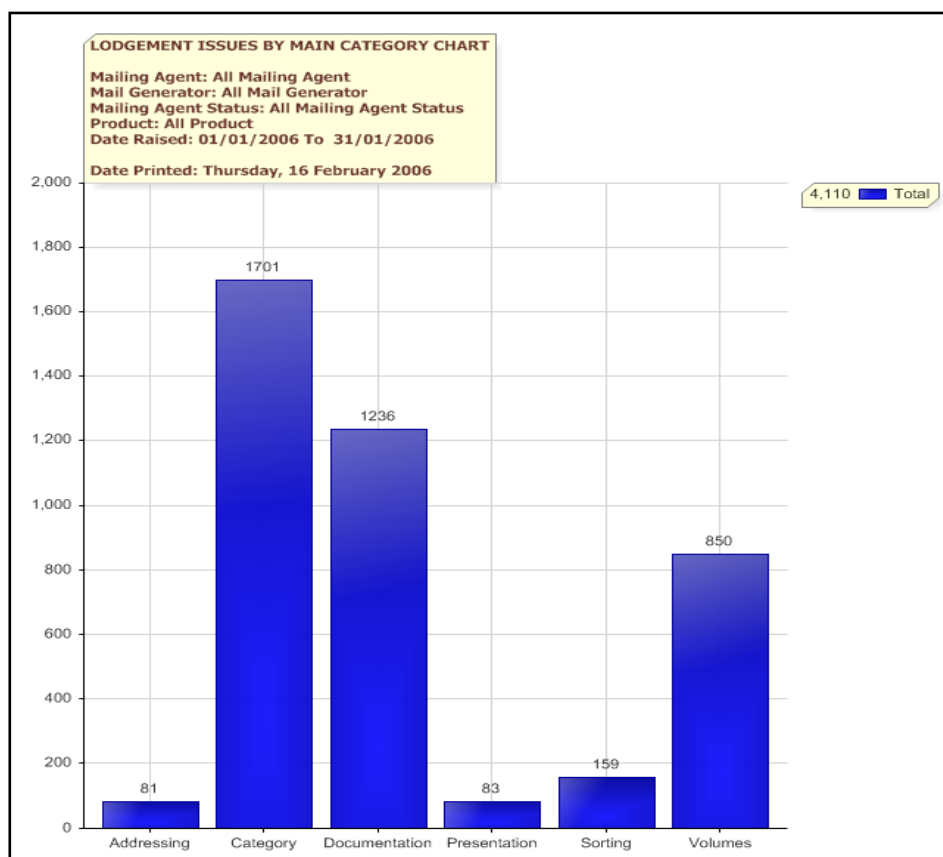
Unaddressed Mail Service

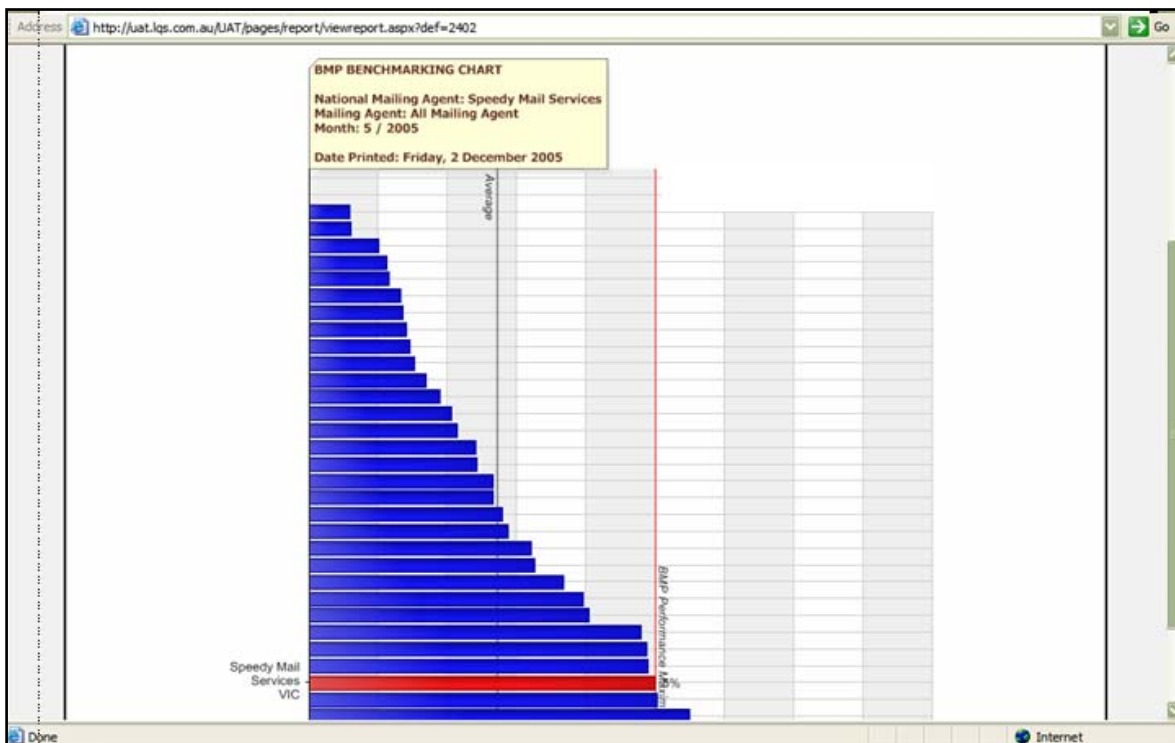
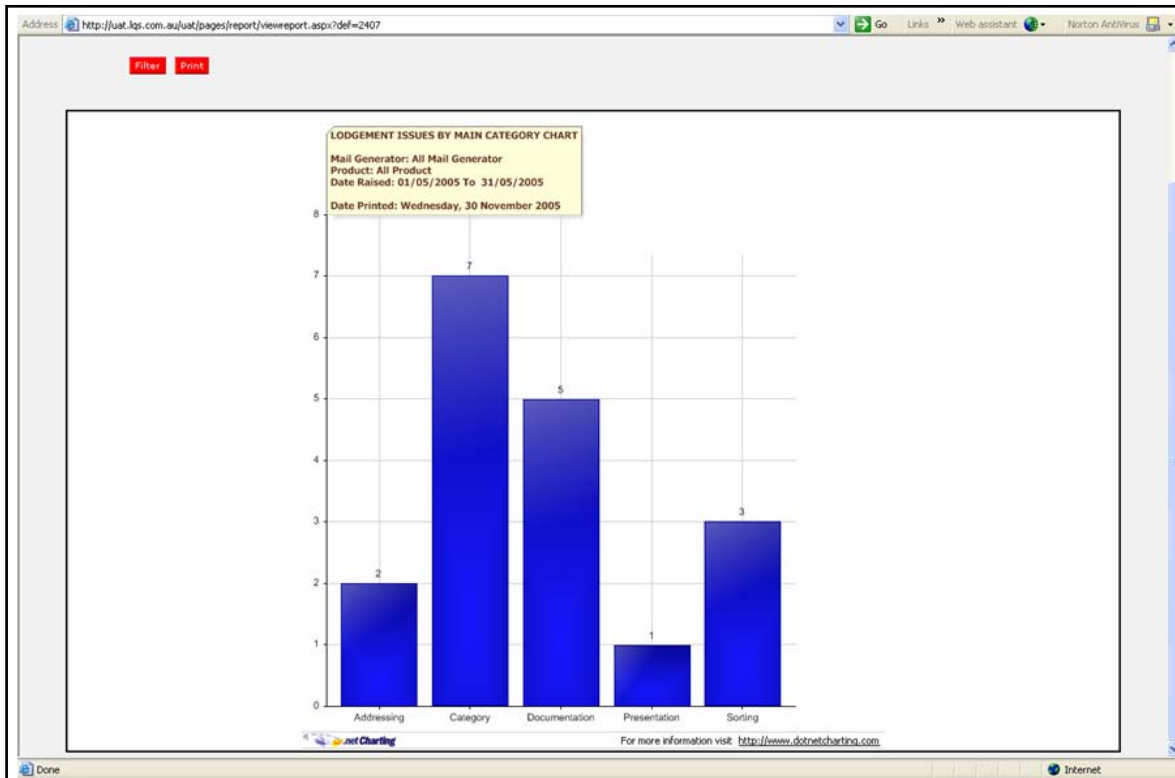
| Main Category | Sub Category | Issue Type | Impact on customer | Severity | Impact on processing | Severity | Impact on revenue collection | Severity | Overall Severity |
|----------------|-------------------------|---|------------------------------------|----------|----------------------|----------|--|----------|------------------|
| Volumes | Actual exceeds M/s | Discrepancy has high impact (more volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (more volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| | Actual is less than M/s | Discrepancy has high impact (less volume) | Cost may be significantly impacted | 3 | None | 0 | Cost may be significantly impacted | 3 | 2 |
| | | Discrepancy has low impact (less volume) | Cost may be marginally impacted | 1 | None | 0 | Cost may be marginally impacted | 1 | 0.67 |
| +Documentation | Mailing Statement | Incorrect/ incomplete mailing statement | Potential billing errors | 1 | None | 0 | Additional work required at acceptance | 1 | 0.67 |
| | | No mail with mailing statement | Potential billing errors | 1 | None | 0 | Cost may be significantly impacted | 3 | 1.33 |
| | | No Mailing Statement | No proof that mail has been lodged | 3 | None | 0 | Insufficient information to carry out acceptance check | 3 | 2 |
| | MIL | Incorrect/ incomplete MIL | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |
| | | No MIL | None | 0 | None | 0 | Additional work required at acceptance | 2 | 0.67 |
| | Booking Confirmation | No booking confirmation advice with lodgement | None | 0 | None | 0 | Minor additional work required at acceptance | 1 | 0.33 |

9. LQS REPORTS

The charts below are examples of the information that can be extracted from LQS to diagnose quality issues. More detailed analysis can be produced by downloading the issues register from LQS into Excel and using pivot charts to analyse issues.

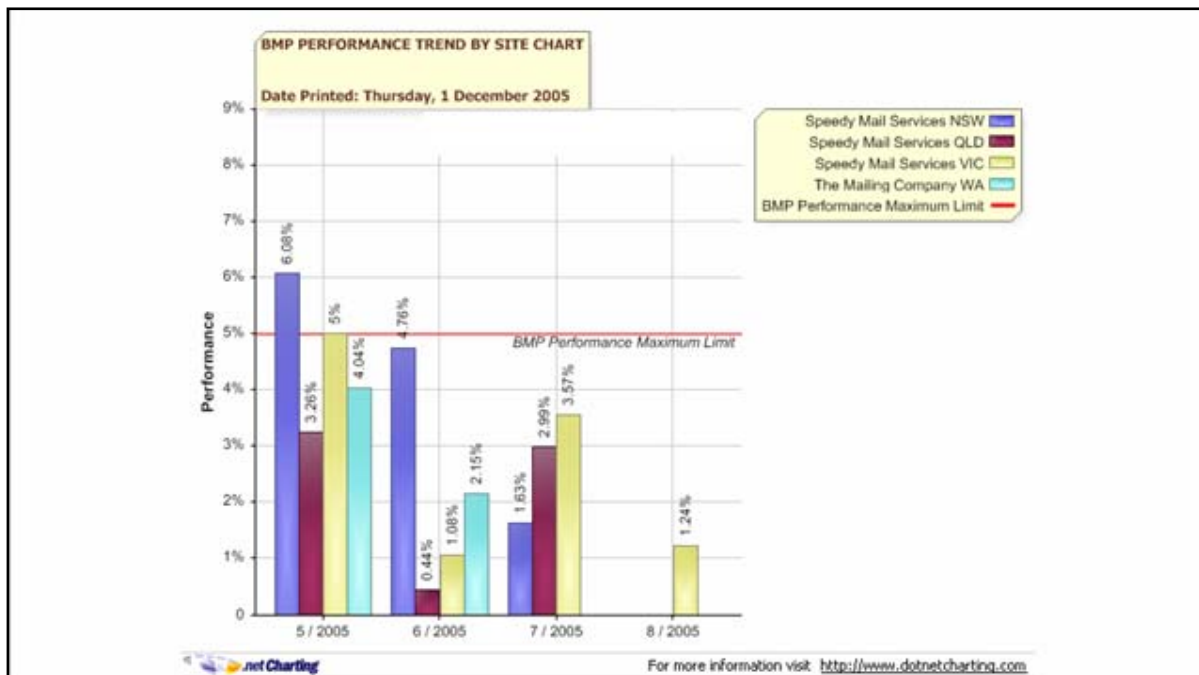
For example, the data may demonstrate patterns of issues with particular Mail Houses or particular categories of issue that regularly occur. Based on this, process improvement projects can be established to improve quality and reduce re-work site based reports





10. NATIONAL REPORTS

Reports can also be produced at a National level for Mail Houses who have operations in more than one location. The chart below illustrates one of these reports.





11. BMP APPLICATION FORM

Bulk Mail Partner Program (BMP) Application Form
 April 2010

| Contact Information | | Address |
|---|-----------|----------|
| Name of Mail House: | | |
| Primary Contact Person for Queries | | |
| Name | | |
| Title | | |
| Telephone | | |
| E-mail | | |
| Three Pillars | | Yes / No |
| Is the Process Improvement Program (PIP) in place and being maintained? | | |
| Is e-LMS being used to electronically transmit to Australia Post at least 95% of mailing statements? | | |
| Is CBOA being used within your Mail House production process and includes a DPID match to physical address and a Dimensional Check that ensures barcode specifications are met? | | |
| Sign Off | | |
| I confirm the accuracy of the information contained within this application | | |
| Name & Title | Signature | Date |
| | | |
| | | |
| | | |

The application requires signatures from the CEO of the Mail House, the local State Manager, and the National Operations Manager. Where these roles do not exist, Executives of equivalent seniority should sign the application form.

In addition the person responsible for each of the specified processes in the Mail House should sign the relevant section of the form.

11.1. Instruction for Completing the BMP Application Form

Instruction for Completing the BMP Application Form

The self-assessment questionnaire follows the assessment framework described in the BMP Information Guide, and should be read in conjunction with that document which contains the background to the process and guidelines for completing the form. Responses to the application form will be treated as confidential.

| Potential non-conformance categories and sub-categories | | Sales & Customer Service (Mail Piece Design) | IT | Printing | Inserting | Postage |
|---|----------------------------------|--|-----|----------|-----------|----------|
| Mail Piece Presentation | Article Characteristics | 1.1 | 2.1 | 3.1 | 4.1 | 5.1 |
| | Address & Barcode Visibility | | | | | |
| | Letter Layout Requirements | | | | | |
| | Mandatory Inscriptions | | | | | |
| Mail Piece Addressing | Failed CBQA test | 1.2 | 2.2 | 3.2 | | |
| | Incorrect Addressing | | | | | |
| Mail Category | Incorrect PreSort Category | 1.3 | 2.3 | | | 5.2 |
| | Service Delivery Standard | | | | | |
| | Size/weight/thickness/shape | | | | | |
| Mail Sorting | Incorrect sorting to tray or ULD | | 2.4 | | 4.2 | |
| | Incorrect tray or bundle | | | | | |
| | Tray labels | | | | | |
| Volumes | Actual exceeds M/S | 1.4 | 2.5 | 3.3 | 4.3 | 5.3 |
| | Actual less than M/S | | | | | |
| Documentation | RCM | 1.5 | 2.6 | 3.4 | 4.4 | 5.4, 5.5 |
| | MIL | | | | | |
| | Reconciliation Document | | | | | |
| | Tray Count | | | | | |
| | Mailing Statement | | | | | |

The questions are designed to focus on the key controls. The table below shows the relationship between the key controls and the self-assessment questions. In addition there is a question for each section on the degree of issues management and internal feedback that is occurring in the process.

The questions highlighted are considered to be essential controls, and must be in place in order to be accepted into the Bulk Mail Partner scheme. Other controls are expected to be in place, although Mail Houses may achieve the same control objectives through other means. Where the specific control is not in place in a Mail House, the form provides space for the Mail House to note the alternative approach.

Any queries on the completion of the form should be directed to Manager, Products & Support Services

| | |
|--|-------------------|
| Send completed form to: Manager, Products & Support Services, Letters Group Australia Post GPO Box 1777 MELBOURNE VIC 3001 | Fax: 03 9206 4115 |
|--|-------------------|

11.3. IT Process

IT Process

Key Question:

"Does your IT process take into account Post requirements when preparing the addressing data and the contents of documents to be printed?"

Detailed Questions

| IT Process | | | |
|------------|---|----------|---|
| Ref | Check | (Yes/No) | If no, please identify any alternative approach to achieving the same control |
| 2.1 | Does this process ensure that mail piece design and layout will comply with Post requirements, and that address and/or barcode will be fully visible on produced mail pieces? | | |
| 2.2 | Does this process ensure that mail piece addressing will comply with Post requirements and that up to date PAF and sort plan data are being used? | | |
| 2.3 | Does this process ensure that the mail pieces to be produced will comply with Post products and service requirements (weight, size, thickness, minimum number of mail pieces to be eligible for a product, minimum tray weight, or minimum # pieces/sort plan)? | | |
| 2.4 | Does this process ensure that various products and services are produced in a sequence where they can be sorted and lodged as per Post requirements? | | |
| 2.5 | Does this process ensure that planned quantity matches received data quantity? | | |
| 2.6 | Does this process ensure that documentation is produced to support real time & easy reconciliation information from which Post can get necessary lodgement data? | | |
| 2.7 | Does this process ensure that non-conformances identified by Post acceptance, which were escalated to IT, are being looked after, and that corrective actions are being (or have been) implemented? | | |

Sign off:

I confirm that the above controls are in place and being adhered to:

.....
Signature

.....
Name and Title

.....
Date

11.6. Postage Process

Postage Process

Key Question:

"Does your Postage process integrate with appropriate checks to ensure the planned mail quality and quantity produced can be reconciled with declared volumes prior to lodgement with Post?"

Detailed Questions

| Postage Process | | | |
|-----------------|--|----------|---|
| Ref | Check | (Yes/No) | If no, please identify any alternative approach to achieving the same control |
| 5.1 | Does this process ensure that the mail pieces produced comply with Post requirements in terms of layout, article characteristics, and address and/or barcode visibility through window? | | |
| 5.2 | Are there checks to ensure that the: Physical characteristics of the mail produced match Post products and service requirements; Mail lodged matches the letter classification claimed on the mailing statement (weight, size, thickness, shape); Product meets minimum volume requirements; and Eligibility criteria for price points claimed have been met (eg minimum tray weight or minimum volume for sort plan)? | | |
| 5.3 | Does this process ensure that mail is sorted according to Post requirements? | | |
| 5.4 | Does this process ensure that a mailing statement accompanies each lodgement, and that planned quantities, declared quantities, actual lodged quantities and quantities billed to the client reconcile? | | |
| 5.5 | Do all supporting documents match (including the tray labels) with a Unique ID? | | |
| 5.6 | Does this process ensure that total volume reconciliation matches all supporting documentation required to reconcile lodgements? | | |
| 5.7 | Is e-LMS used for lodging all possible mailing statements? | | |
| 5.8 | Does this process ensure that non-conformances identified by Post acceptance, which were escalated to Postage, are being actioned, and that corrective actions are being (or have been) implemented? | | |

Sign off:

I confirm that the above controls are in place and being adhered to:

.....
Signature

.....
Name and Title

.....
Date