



Postage meters

Conditions of use

September 2011

CONTACTS FOR POSTAGE METER ENQUIRIES

For information on postage meters or the postage meter service, please contact your local postal manager, the Postage Meter Section (contact details provided below) or, where appropriate, a postage meter supplier (see next page).

Alternatively, you can call our Customer Contact Centre on **13 11 18**.

Australia Post

Website auspost.com.au/metering

Phone **1300 823 789**

Fax **03 8379 3801**

Email

MMMController@auspost.com.au

Address

Australia Post

Postage Meter Section

Business Processing (Metered Mail)

GPO Box 5091

MELBOURNE VIC 3001

Australia Post account executive:

.....

Business phone:.....

Mobile phone:.....

Fax:.....

Email:

.....

Australia Post lodgement facility:

.....

Manager:.....

Address:.....

.....

.....

Phone:.....

Fax:.....

**Australia Post Business Credit
Account:**

.....

Meter supplier

Name:.....

Address:.....

.....

.....

Contact:.....

Contact phone (direct):.....

Contact email:

.....

Business phone:.....

Fax:.....

Business email:

.....

Website:

.....

POSTAGE METER SUPPLIERS

The following suppliers and their agents may supply, service and inspect Standard-compliant postage meters. The suppliers listed are current at the date of publication. For the latest supplier information, please contact the Postage Meter Section (see previous page) or visit our website at auspost.com.au/metering.

Francotyp Postalia Australia

Provides and services Francotyp Postalia meters.

Unit 41	Phone	02 9894 4222
5 Anella Avenue	Fax	02 9894 4224
CASTLE HILL NSW 2154	Email	enquiries@francotyp.com.au
	Website	www.francotyp.com.au

GBC Australia Pty Ltd

Provides and services Neopost and Ascom meters. Services Satas, Alcatel and some Francotyp Postalia meters.

PO Box 208	Phone	1800 6245 48 (1800 MAIL IT)
REGENTS PARK NSW 2143	Fax	02 9738 4141
	Email	ebusiness@gbcaustralia.com.au
	Website	www.gbcaustralia.com.au

Pitney Bowes Australia Pty Ltd

Provides and services Pitney Bowes meters.

95 St Hilliers Road	Phone	13 23 63
AUBURN NSW 2144	Fax	02 9475 3415
	Email	sales.au@pb.com
	Website	www.pitneybowes.com.au

Swiss Mail Handling Pty Ltd

Provides and services Frama meters.

Unit 3	Phone	1300 659 057 or 02 8338 7000
79 Bourke Road	Fax	1300 137 708 or 02 8338 7098
ALEXANDRIA NSW 2015	Email	sales@swissmailhandling.com.au
	Website	www.swissmailhandling.com.au

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WHAT'S IN THIS GUIDE?

Who should read this guide?

If you are:	Please:
Interested in obtaining a postage meter	Read section 1.3 to learn about the benefits of using a postage meter and refer to section 2 for advice on how to obtain a postage meter.
A new postage meter licence holder	Read through this guide carefully, starting at section 3.
Already using a postage meter	Check that you are complying with the conditions of your licence and preparing and lodging your mail in accordance with our requirements. Start at section 4.

It is a good idea to keep this guide handy, along with your instruction manual and licence.

To obtain another copy of the guide or licence, please telephone the Australia Post Postage Meter Section (see the front of this guide) or contact a postage meter supplier (see page 1).

All customers, whether prospective, existing or new, should read the Important Notice in section 6.2 of this guide.

Other Australia Post publications

Post Guide

The *Post Guide* is a comprehensive guide to the full range of Australia Post services. A subscription to the *Post Guide* can be purchased by completing an order form available from any Australia Post retail outlet.

The current charge for *Post Guide* subscriptions and amendments can be found in the latest *Post charges* booklet (see below).

Individual Post Guide books may also be downloaded from Australia Post's website at auspost.com.au/products-and-services/post-guides.html.

Post charges

The *Post charges* booklet (8833665) contains the current charges for all Australia Post products and services. Your Australia Post retail outlet can provide you with a free copy.

1 THE POSTAGE METER SERVICE

1.1 Postage meters

Australia Post's policies allow for the payment of postage using postage meters.

Postage meters offer customers user-friendly features like password protection and expenditure reporting. To learn more about the benefits of using postage meters please see section 1.3 of this guide.

Australia Post does not manufacture, sell, lease or service postage meters. Instead, suppliers whose products meet our standards may do this. Australia Post introduced a Postage Meter Standard requiring that all postage meters licensed on or after **1 February 2005**¹ be capable of being reset by modem, printing a unique postage impression and capturing, storing and transmitting meter usage data.

The purpose of the Postage Meter Standard is to provide customers with a convenient and secure means of paying for postage and to ensure that all meters are equipped with machine-readable impressions that can be scanned for authenticity by our processing equipment. To reward customers for using postage meters a range of benefits are available. For details of these benefits, please see section 1.3 of this guide.

To learn more about the Postage Meter Standard please see section 6.1.

¹ An interim Postage Meter Standard applied from 1 January 2002 and has been superseded by the Postage Meter Standard effective 1 February 2005.

The postage meter service

1.2 What postal services can be used with a postage meter?

The following table shows the Australia Post services you may access using a postage meter.

Category	Service	Postage meters
Letter Post	Metered/Imprint rate	✓
	Ordinary full rate letters	✓
	Local delivery service letters	✓
Parcel Post	Small parcels	✓
	Regular parcels	✓
	Local Delivery parcels	✓
	Express Post parcels	✓
	Cash-on-delivery	✓
	Contract rate parcels	✗
International services	Air Mail letters and parcels	✓
	Sea Mail parcels	✓
	Express Post International articles	✓
	Express Courier International articles	✓
	Contract Rate International articles	✗
Bulk mail services ¹	PreSort Letters	✓
	Print Post	✓
	Clean Mail	✓
	Charity Mail	✓
	Impact Mail	✓
	Acquisition Mail	✓

Metered mail lodged for carriage under the bulk mail services must be prepared in accordance with the relevant conditions of service.

For more information about any of the Australia Post services listed, please speak to your local postal manager, or see the Australia Post contact details at the front of this guide.

¹ The following trade marks and their associated logos (registered or otherwise) are owned by the Australian Postal Corporation: Acquisition Mail; Print Post; Charity Mail; PreSort Letters; Clean Mail; Impact Mail. All rights reserved.

Prepaid products

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

- Prepaid envelopes/postcards
- Express Post, Express Post International and Express Courier International envelopes/satchels/boxes
- Registered Post envelopes/padded bags
- Parcel Post satchels.

Registered Post labels and optional services

Registered Post prepaid labels or envelopes need to be purchased from an Australia Post retail outlet and paid for using an Australia Post charge account, cash, debit or credit card. There are significant savings to be made when purchasing prepaid labels or envelopes in bulk.

You can use your postage meter to pay for Registered Post optional services:

- Delivery Confirmation
- Person to Person.

1.3 Benefits of using a postage meter

Practical features of postage meters

Customers who choose to meter their mail will enjoy the many practical features that the latest postage meters have to offer.

✓ Modem resetting

Modem resetting is a simple and convenient way to recredit your postage meter with funds. You have access to postage without having to leave the office.

✓ Quick and easy preparation of mail

Postage meters make light work of preparing business mail. There is no need to preprint "postage paid" envelopes or stock lots of different stamps.

✓ Cost control

Many meters allow you to track your postage expenditure by generating detailed usage reports by internal departments and/or external customers.

Some postage meters automatically calculate postage rates.

✓ Advertising/slogan blocks

Most postage meters are capable of printing a slogan block alongside the postage impression, allowing you to display a personalised advertising message, company logo, seasonal greeting or return address. See section 3.5 on page 18.

✓ Security

Most meters offer password protection, an effective means of securing your postage against unauthorised access.

Australia Post benefits

Australia Post provides postage meter customers with a range of benefits as follows:

✓ 2.5 per cent reset rebate

You will receive a 2.5 per cent rebate on the reset value of every postage meter reset. This means, for example, a reset for \$1,000 worth of postage will entitle you to a \$25 rebate, so you only pay \$975.

Full details of the rebate are provided in section 3.1.2 on page 14.

✓ Metered/Imprint rate

The Metered/Imprint rate is a mail category that provides a moderate discount for full rate domestic articles paid for by a postage meter (or on an Australia Post Business Credit Account); this is in recognition of the work undertaken by you to simplify the lodgement process.

✓ Access to services

You can access our bulk mail services (PreSort Letters, Print Post, Clean Mail, Charity Mail, Impact Mail and Acquisition Mail) using your postage meter.

Minimum lodgement volumes and service conditions apply to these services. For full details, please ask your postal manager, call **1300 823 789** or online at auspost.com.au/metering.

✓ Payment by Australia Post Business Credit Account (Charge Account)

Customers who operate an Australia Post Business Credit Account may charge their postage meter resets directly to their account.

Terms and conditions, including minimum monthly transactions and credit limits, apply to the operation, establishment and use of an Australia Post Business Credit Account. Full terms and conditions and a *Business Credit Account Application Form* may be obtained by calling **1300 823 789** or online at auspost.com.au.

2 OBTAINING A POSTAGE METER

2.1 Postage meter suppliers

The suppliers listed on page 1 of this guide and their agents may supply, service and inspect standard-compliant postage meters. The suppliers listed are current at the date of publication. For the latest supplier information, please contact the Postage Meter Section (see the front of this guide) or visit our website at auspost.com.au/metering.

A warning to buyers

Australia Post recommends purchasing a postage meter from a reputable postage meter supplier, and does not accept any responsibility for those customers that purchase a meter off eBay or similar and establish that the meter is not authorised to be licensed. If you have concerns, please contact the Postage Meter Section (see the front of this guide) before purchase.

2.2 Customer considerations

There are a number of points to consider when selecting a postage meter.

Printing speed

Your average daily mail volumes and mailing patterns will determine the printing speed you require. Your supplier will take this into consideration when assisting you in your selection.

Costs

Basic model postage meters are available for lease from around \$10 a week. The price will depend on the printing speed and whether the meter is equipped with extra features such as weighing scales or envelope feeding devices. You should also consider the cost of:

- fees for downloading postage value to the meter (resets)
- unlocking the meter if it hasn't been reset within a period
- Australia Post rate updates, or version updates to the meter
- ink, labels and any other consumables.

Lease or purchase?

Leasing gives you scope to upgrade your postage meter when you need to. In this way, you have the freedom to take advantage of new technology as it becomes available.

Supplier agreements

Australia Post recommends that postage meter customers have an agreement with a meter supplier for the service of their meter. Ask your supplier what their agreement covers.

The types of supplier agreements available may include:

- just repair/service
- repair/service and rate updates
- repair/service, rate updates and resets.

Australia Post suggest a supplier agreement which includes repair/service, rate updates and resets. Customers with a supplier agreements receive priority service.

Please note: Australia Post staff cannot comment on the relative merits of different brands or models of postage meters. We approve products that meet the requirements of the Postage Meter Standard. We are not responsible for the quality of the products or their fitness for use, and we provide no support for such products. Please contact your supplier for service queries and/or details of warranty on your meter.

2.3 Applying for a licence to use a postage meter

Once you have selected a postage meter, you will need to apply to Australia Post for a licence to use the meter. To do so, please follow the steps below:

1. Complete the licence application form provided in section 8 of this guide. Your application must be accompanied by a zero-value postage impression from the postage meter you wish to have licensed (your supplier can assist you with this). If you have purchased a postage meter privately, ie not from a postage meter supplier, you will need to have the meter inspected for correct functioning by a postage meter supplier within seven (7) days of the date of your application. Written proof of the inspection should be attached to your application.

Upon signing the application form, you will be deemed to be the holder of an interim licence and may commence using your postage meter as soon as it is installed at your premises.

Special note to Australia Post Business Credit Account (Charge Account) holders

If you operate an Australia Post Business Credit Account and wish to have your postage meter resets charged to your account, you will need to note your business credit account number in the space provided on the licence application form. Your existing business credit account credit limit will apply. If you require a credit limit review, please contact the account enquiries representative mentioned in your latest account statement.

2. Forward the completed licence application form to your supplier who will verify your details and validate the meter impression submitted, before on-forwarding to Australia Post. We recommend you keep a copy of the application for your records. We may contact you if we have not received the completed licence application form to request a copy.
3. Australia Post will process your application and advise you of the outcome by mail.

Please note: Should your application be refused for any reason, your supplier is required to cancel your lease or purchase agreement without any cost to you¹.

¹ Except for the value of any postage used since the installation of the postage meter at your premises and any fees your supplier may charge for processing resets.

2.4 The Licence Controlling Office

The Licence Controlling Office stated in your postage meter licence will usually be the *Proposed primary office of lodgement* you nominated in your licence application form.

In addition to being a lodgement point for your metered mail, your Licence Controlling Office is where you should:

- seek refunds for spoils (see section 3.7)
- where appropriate, seek approval for the use of advertising slogans (see section 3.5)
- notify Australia Post if you change address or move your meter to another location (see section 3.9), and
- notify Australia Post of any intention to dispose of your meter (see section 3.11).

3 OPERATING YOUR METER

Your supplier will provide you with an instruction manual for your meter. To ensure optimum performance, we recommend that you follow the instructions provided at all times.

3.1 Resetting with funds

Every time you use your postage meter you reduce the amount of postage stored within. Resetting your meter replenishes it with additional postage.

Postage meters are reset by modem.

Although the steps to modem resetting differ from model to model, the following is an example of how a typical postage meter is reset.

1. Using the touchpad on the postage meter, key in your personal access code, followed by the amount of postage you require.
2. Press "Start". Your request for funds will be sent electronically to your supplier's central resetting centre.
3. After a few seconds and provided sufficient funds are available, a message will appear on the screen confirming that the postage meter has received the funds requested. You may now proceed with metering your mail.

3.1.1 Fee to process resets

Your postage meter supplier may charge a fee for processing your reset, depending on the terms of your Supplier Agreement – see section 2.2.

3.1.2 2.5 per cent reset rebate for postage meter resets

Customers using postage meters receive a 2.5 per cent rebate on the postage value of every postage meter reset. For example, a reset for \$1,000 worth of postage will entitle you to a \$25 rebate, so the amount payable to Australia Post is \$975.

The 2.5 per cent reset rebate is only available for postage meter resets. Any fees a supplier may charge for processing the reset will not attract the rebate. The rebate is received at the time of billing for the reset.

Many postage meter customers will pay their postage meter supplier directly for their resets. Methods of payment will vary from supplier to supplier. In most cases, you will be required to pay for the reset "up-front". For details, please ask your postage meter supplier.

3.1.3 Paying for resets by Australia Post Business Credit Account (Charge Account)

Customers who operate an Australia Post Business Credit Account may have their postage meter resets charged to their account.

If you are a postage meter customer and wish to apply for an Australia Post Business Credit Account, you may do so by forwarding a completed *Business Credit Account Application* form (available at some Australia Post retail outlets, by calling **1300 823 789** or online at auspost.com.au) to the Australia Post Credit Management division in your state. Terms and conditions, including minimum monthly transactions and credit limits, apply to the operation, establishment and use of an Australia Post Business Credit Account. These terms and conditions are printed on the front cover of the *Business Credit Account Application* form.

For optimum service and efficiency, we recommend you nominate your Licence Controlling Office (see section 2.4) as your first *Preferred Lodgement Centre* when completing your application for a business credit account.

If your application for a business credit account is approved, you will be provided with a Business Credit Account Number. Once you have this number you must:

- Advise your postage meter supplier in writing of your account number and quote your postage meter licence number.
- Your supplier will then amend your records to ensure that all future resets are charged to this account (please allow three business days for this process).
- Send a copy of the correspondence to the Postage Meter Section (see the front of this guide).

3.1.4 Postage meters must regularly connect to the supplier's resetting system

If a postage meter does not connect to the supplier's resetting system (for example for a reset) within the designated period for inspection, it will automatically become inactive. To re-activate your meter, all you have to do is to connect to your supplier's resetting system – see section 3.8.1. Your postage meter supplier may charge a fee for re-activating your meter.

3.2 Effects of the GST

GST is included in all metered mail rates.

This means that you do not have to pay an additional 10 per cent on top of your resets, as the GST is part of every price that you meter.

Australia Post will issue you with a tax invoice for each reset. This tax invoice will be sent to you within 28 days of each reset. If your business is eligible to claim GST input tax credits, you can use this tax invoice to claim the GST that your business pays for postage.

For Business Credit Account Holders, a consolidated tax invoice will be sent to you by Australia Post each month with your monthly Credit Account statement.

Should you require a refund (eg. for meter spoils or credit remaining in your meter at the time of de-licensing), a tax compliant Adjustment Note will be issued by Australia Post.

3.2.1 International postage rates

All international rates for postage meters include a 10 per cent GST loading (ie. they are 10 per cent above the normal published rates for international mail) to offset the GST input tax credits you may be entitled to claim for this postage. Australia Post issue a tax invoice to facilitate claiming the GST component.

3.2.2 Norfolk Island

All metering customers are able to claim a 10 per cent GST input tax credit on their postage. As the normal published letter rates to Norfolk Island do not include GST, a 10 per cent loading must be applied by all metering customers.

3.3 Printing a postage impression

There are three steps to printing a postage impression. These are:

1. Determine the correct postage amount for the article

You will need a copy of the current issue of the *Post charges* booklet, available free from Australia Post retail outlets.

If your meter has a pricing scale or an in-built rate calculator, the correct postage will be automatically calculated for you. In the event of a change in postage rates, you must arrange with your supplier to have the pricing scale or rate calculator updated appropriately – see section 3.4.

Some postage meters have pre-programmed product codes to assist with determining the correct postage. For details, please contact your postage meter supplier.

Please note: Postage meter customers must meter their articles at the appropriate published Australia Post rates. Postage meter customers must not deduct 2.5 per cent from the published rates when determining the correct postage amount for articles.

2. Enter the correct postage amount into the meter

Follow the operating instructions provided with your meter.

It is important that you enter the correct postage amount into your meter. Deficient postage means that your article is “underpaid”¹ and therefore entitles Australia Post to recover the deficiency from you (including, if applicable, the debiting of your Australia Post Business Credit Account) and, in certain cases, charge a fee. Articles bearing deficient postage may also experience processing and delivery delays.

3. Imprint the postage impression onto the article

Envelopes can be fed through the meter. For parcels and bulky articles, first imprint the impression onto an adhesive label then affix the label to the article.

Printing the date in the impression is optional for postage meter customers. However, if the impression on an item does bear a date, that item may only be lodged on the date that appears in the impression.

Articles bearing impressions which are incorrectly placed, incomplete, faint or printed using poor quality ink may be rejected by our processing equipment, potentially resulting in processing and delivery delays. To avoid this, remember to:

- Print or affix the impression to the top right corner of the address side of the article. The impression should be positioned inside the postage zone illustrated in section 4.1 on page 24.
- Re-ink regularly. Only use Australia Post approved fluorescent inks, which are available from your meter supplier.
- Ensure all impressions are clear and complete.

You can request a refund for impressions which are incorrectly positioned or wrongly priced. For details, please see section 3.7 on page 19.

¹ In accordance with Part A, Section 28 of the Australia Post Terms and Conditions.

3.4 Australia Post rate updates

Australia Post notifies licence holders of postage rate updates via direct mail. Most customers are also advised by their meter supplier of rate updates to occur and the need to update their meter. Some customers using the next generation digital meters may in fact have their rates updated automatically via modem. Customers need to confirm such arrangements with their supplier. For customers using old style meters, a form is issued by your metering supplier requesting that you advise if you wish to receive an updated rate chip or rate card.

The terms and conditions in obtaining a licence to operate a meter stipulate that correct postage must be paid.

Depending on whether you have a supplier agreement with your metering supplier will determine whether you will be charged a fee to update your rates within your meter. Each supplier incurs costs associated with software development which is partially passed on to you the customer.

3.5 Advertising/slogans

Many postage meters allow you to print an advertising slogan, return address, seasonal greeting or company logo alongside the postage impression. Your supplier can advise you on how to do this.

Example advertising/slogans

Return address	If undeliverable return to The Galaxia Group PO Box 73 NORTH SYDNEY NSW 2059	999.99 _g 0410 0000000 POSTAGE PAID AUSTRALIA	 0123456789
Company logo	 The Galaxia Group Marketing Consultants	999.99 _g 0410 0000000 POSTAGE PAID AUSTRALIA	 0123456789
Advertising	HURRY BIG SALE ON NOW! AUGUST ONLY!	999.99 _g 0410 0000000 POSTAGE PAID AUSTRALIA	 0123456789

Please note: Australia Post reserves the right to cancel a customer's postage meter licence and/or refuse to accept mail bearing a metered message or slogan that may be considered misleading, defamatory, offensive or otherwise objectionable.

If in doubt, we recommend that you seek approval for the use of a slogan from your Licence Controlling Office.




3.6 Consumables

Consumables such as ink, ink cartridges, adhesive labels, batteries and rollers may be purchased from a postage meter supplier or their agent (see page 1). We suggest that you purchase supplies formulated for your model of meter from your meter supplier to protect your equipment from damage or malfunction.

You must use Australia Post approved fluorescent ink. Meter suppliers supply ink meeting the *Universal Postal Union (UPU) S44-1 Physical encoding standard*. The use of poor quality ink may cause your mail to be rejected by our processing equipment resulting in processing and delivery delays.

3.7 Refunds for spoils

Australia Post may refund the value of postage impressions which are printed but not lodged for carriage (eg impressions containing an incorrect postage value). These articles are referred to as "spoils".

Type of spoil	Example
The wrong amount is imprinted	 <p>0410 00000000 POSTAGE PAID AUSTRALIA 0123456789</p>
The impression is illegible	
The article is not lodged	

How to qualify for a refund on spoils

1. Collect all envelopes, wrappers and labels affected.
 Envelopes and wrappers must be presented intact (although the contents may be removed).
 Bundle them by value and in date order.

2. Make a written request to Australia Post on your company letterhead for the value of the spoils collected, quoting your licence number and, if applicable, your Australia Post Business Credit Account number.
3. Present the spoils and the written request within six (6) months of the impression(s) being made, to your Licence Controlling Office.

Conditions of refund for spoils

1. Refunds will not be made for impressions that have been removed from their original envelopes or wrappers.
2. Illegible impressions will be refunded for the lowest value that the meter can print.
3. Customers receiving the 2.5 per cent reset rebate will be refunded the net postage value (ie the metered postage value less 2.5 per cent).
4. If the amount payable is above the Licence Controlling Office delegation, your payment may not be issued on the day, as additional approval will be required to issue a refund. Please allow up to three weeks for processing.
5. Where a customer has elected to have their resets charged to their Australia Post Business Credit Account, refunds will be deducted from the customer's next account statement. Australia Post Business Credit Account customers will only be eligible for a refund once Australia Post has received payment for the impressions.

Federal Parliamentarians – unused postage and refund of spoils

Any refund associated with unused postage and/or refund of spoils by Federal Members of Parliament (MPs) must be refunded via a money order and issued to:

ACT Territory Manager
Ministerial and Parliamentary Services
John Gorton Building
King Edward Terrace
PARKES ACT 2600

3.8 Inspections and servicing

You must immediately report any fault or defect in your meter to your supplier and to your Licence Controlling Office. Do not allow anyone other than a supplier to inspect, repair or service your meter.

3.8.1 Inspections

Postage meters need to be inspected at least once every three months.

Given that postage meters are inspected via modem every time they are reset, most of the time you will not need to worry about when your next inspection is due because you will have reset your meter before the due date. Even when you don't reset your meter within this period, your meter will provide you with a warning message advising you of the upcoming inspection date.

If a postage meter does not connect to the supplier's resetting system within the designated period for inspection, it will automatically become inactive. This is a security requirement of the Postage Meter Standard. Most types of small and medium capacity meters will become inactive after three months. Some very high-capacity meters (known as Segments 3 and 4) become inactive after one month or one week – check with your meter supplier for further details.

To re-activate your meter, all you have to do is to connect to your supplier's resetting system. This can be done either by resetting your meter, or, if you do not require any additional funds in your meter, by performing a "zero value" reset (ie. resetting your postage meter for zero funds).

Note:

- Some meters may be unable to perform a "zero value" reset. In this case please contact your supplier to confirm the minimum reset value for your particular meter.
- Some suppliers may charge a fee to re-activate your meter.

Australia Post reserves the right to request a physical inspection of a postage meter at any time.

3.8.2 Servicing

Australia Post recommends that postage meter customers have a supplier agreement for the servicing of their meter. See page 1 for a list of suppliers.

3.9 Change of address notification

Notify both your Licence Controlling Office and your supplier in writing immediately if you intend to:

- change your business address, or
- move your postage meter to another location.

Please remember to quote your postage meter licence number in all relevant correspondence with Australia Post.

A *Change of Address form* can be downloaded from the Australia Post website at auspost.com.au/metering.

3.10 Changing meters or suppliers

The *Licence to use a postage meter* is issued by Australia Post to permit you to use a particular meter along with a particular meter supplier. In the event that you need to:

- de-license a meter no longer required, when upgrading to a new meter with the same supplier, or
- de-license a meter no longer required that belongs to a competitor supplier, as you have taken up a new meter with a new supplier

... then it is important that the existing meter must be de-licensed before a new licence can be obtained for the new meter and /or supplier. You, the customer, must notify the original supplier of the meter to facilitate the de-licensing process – see section 3.11.

3.11 De-licensing and disposal

If you no longer use your postage meter then follow the steps below to de-licence it in accordance with our conditions.

1. Telephone the Postage Meter Section (see the front of this guide) to advise that you will be de-licensing a postage meter, quoting your licence number.
2. Complete the *De-licensing Form* available from your Licence Controlling Office, meter supplier, or online at auspost.com.au/metering. This form will:
 - authorise Australia Post to de-licence your postage meter
 - indicate how you intend to dispose of your postage meter (eg return to supplier or private sale), and
 - quote your licence number.

Sign the form where indicated.

3. Take the meter and de-licencing form to your supplier, or arrange for your supplier to collect the meter and de-licencing form from your premises.

Your supplier will arrange for the meter's printing mechanism to be disabled and for a refund of any funds left in the meter.

Refunds

If the amount payable is above the Licence Controlling Office delegation, your payment may not be issued on the day, as additional approval will be required to issue a refund. Please allow up to three weeks for processing.

4 PREPARING YOUR ARTICLES

4.1 Correct addressing standards

Metered mail should be prepared and lodged in accordance with our standards. A checklist is provided in section 7 on page 45 for your convenience.

The address on your mail is your instruction to Australia Post. Preparing your mail in accordance with our correct addressing standards will ensure that it is handled with maximum speed and efficiency.

For bulk mail services:

Metered mail lodged for carriage under the bulk mail services (see section 1.2) must be prepared and lodged in accordance with the relevant conditions of service. For details of these conditions, please speak with your postal manager or call our Customer Contact Centre on **1300 823 789** or online at **auspost.com.au**.

The following guides are available:

- *PreSort Letters service guide* (8833700) – includes Charity Mail service
- *Print Post service guide* (8834059)
- *Clean Mail service guide* (8838878)
- *Impact Mail service guide* (8839152)
- *Acquisition Mail service guide* (8839559)

4.2 Article layout and zones

Small size articles are made up of three printing zones.

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

Service zone section 4.4

Postage zone section 4.3



Delivery address zone section 4.5

See also **Adding logos, advertising or other printing** section 4.6.

4.3 Postage zone

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



Return address details appearing in the postage zone as part of a postage meter impression are acceptable. See section 3.5 on page 18.

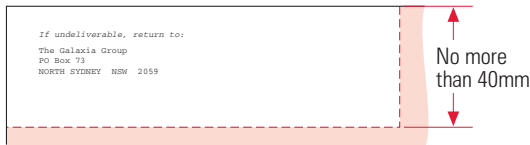
4.4 Service zone

The service zone can contain the return address, postal service indicators (for example, an Air Mail label) and design/advertising.

An Australian return address is required to be shown on all metered articles. Either a street address or a post office box address is acceptable.

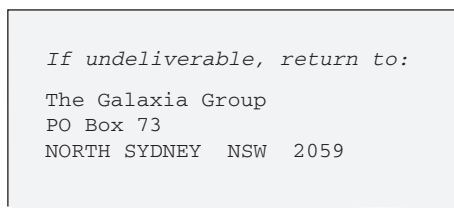
Australia Post prefers the return address to be:

- on the upper left-hand corner of the address side of the article
- no lower than 40mm from the top edge
- aligned left
- formatted in multiple lines as shown, not all on one line
- 8 point font preferred
- fixed pitch fonts (see section 4.5.3)
- with no bolding, punctuation or italics.



Return address details appearing in the postage zone, as part of the advertising slogan block in a postage meter impression, are acceptable – see section 3.5 on page 18.

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

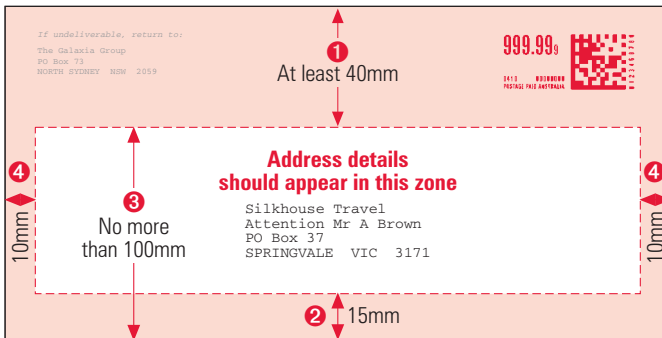


4.5 Delivery address zone

4.5.1 Address location

The complete address should be positioned in the delivery address zone of the article:

- 1 at least 40mm from the top edge of the article
- 2 at least 15mm from the bottom edge of the article
- 3 no more than 100mm up from the bottom edge of the article
- 4 at least 10mm from the left and right edges of the article.



4.5.2 Address layout

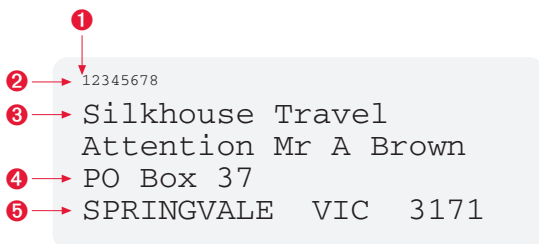
Correct addressing conditions ensure the Australia Post delivery system can recognise and interpret the delivery address.

- 1 **Address lines** should be aligned left.
- 2 **Non-address information**, such as customer reference codes, should be confined to the top of the address block.
- 3 **Additional address information** such as business or persons name, should be placed above the last two lines of the address and not below, alongside or within these lines.
- 4 **Second last line** – Should contain the number and name of the street or thoroughfare or post office box or bag number.
- 5 **Bottom line** – Must contain in the following order: the locality, the state or territory abbreviation and finally the postcode.

This line is to be printed in CAPITALS with no punctuation and no underlining.

Leave one or two spaces only between the locality, state or territory abbreviation and the postcode.

For handwritten addresses, the postcode should be positioned in the postcode squares, if preprinted on the envelope.



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

If using window panel envelopes, the entire address block must be clearly visible through the window panel when the article is presented for lodgement.

The address should be parallel to the long side of the article.

For International addresses:

- some countries have different requirements for the location of the postcode – please check with the addressee
- include the destination country in CAPITALS by itself on the last line of the address, with no punctuation and no underlining.

4.5.3 Address fonts and colours

In addition to delivery address layout, articles should comply with the following address font requirements:

- Fixed pitch fonts are recommended (such as `Courier` or **OCR B**, 12 point, 10 pitch). In fixed pitch fonts every character has the same width.

example: Mr A Sample


- If proportional fonts are used, it is preferred they be structured in 12 point, ideally **Helvetica** or **Times** 12 point. Print characters should not touch or overlap. In proportional fonts different characters have different widths.

example: **Mr A Sample**


- Artistic or script fonts should not be used, for example, cursive, fancy style fonts such as *Brush Script*.

example: ~~*Mr A Sample*~~

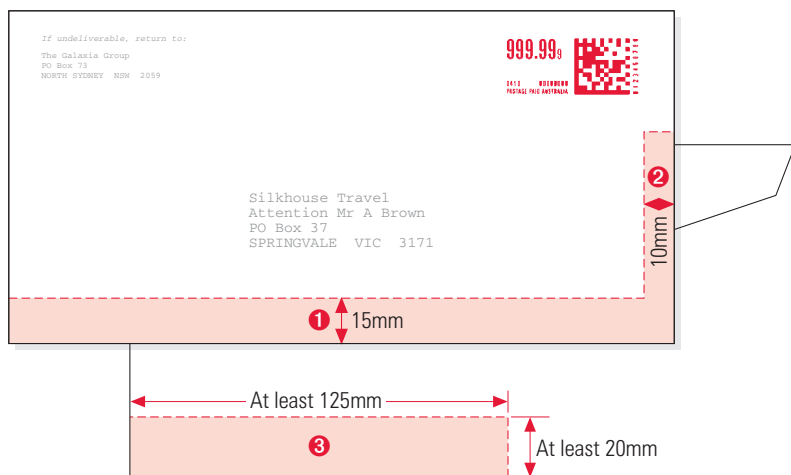

- Attributes such as *italics*, **bolding**, shadowing, or underlining should not be used.
- Dark colours such as black, dark blue and dark green are preferred. Red, orange and yellow inks must not be used.

4.6 Adding logos, advertising or other printing

Logos, advertising content and other printing can only be added outside of the clear zones and the postage zone.

Avoid printing any text or graphics within the clear zones. The clear zones are:

- 1 On the front of the article – at least 15mm clear from the bottom edge
- 2 On the front of the article – at least 10mm clear from the right edge
- 3 On the back of the article – at least 20mm clear from the bottom edge, extending for 125mm from the left edge.



Lightly printed advertising material may appear in the address zone, at least 15mm to the left of the address block.

For window-faced envelopes only, printed material may be placed at least 15mm to the left, right or top of the window.

5 LODGING YOUR ARTICLES



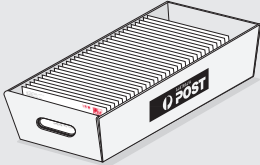
For bulk mail services:

Metered mail lodged for carriage under the bulk mail services (see section 1.2) must be prepared and lodged in accordance with the relevant conditions of service. For details of these conditions, please speak with your postal manager or call our Customer Contact Centre on **1300 823 789** or online at auspost.com.au.

5.1 Preparing bundles or letter trays

5.1.1 Letters

Letters should be “faced” so that the address sides are facing the same way and then either bundled or placed in letter trays, as follows:

If you are lodging:	Then the articles are:	
10 or more articles in a street posting box	Securely grouped in bundles, no more than 50mm thick, using two thick bands	
Up to 300 articles at an Australia Post retail outlet or mail centre	Securely grouped into convenient-sized bundles using two thick bands	
300 or more articles at an Australia Post retail outlet or a mail centre	Placed into letter trays. Do not bundle or tie the articles.	

Rubber bands and letter trays are supplied free by your lodgement facility.

For conditions of lodgement in street posting boxes, please see section 5.2.

5.1.2 Parcels and bulky items

Parcels and bulky items do not need bundling.

5.2 Lodgement

Metered articles prepared for carriage by the following services must always be separated from other mail and lodged over the counter:

Service	Lodgement document
Registered Post	<i>Registered Post and Optional Services</i> (8836964 or 8836965)
COD	<i>COD lodgement document</i> (8832967)
Express Courier International	Consignment Note 8832731
Express Post International	Consignment Note 8839431
Registered Post International	Consignment Note 8839534
Local delivery service letter (country postcodes only)	Local delivery service lodgements must be made at the counter of the Australia Post office from which the articles will be delivered
Local delivery service parcel (country postcodes only)	
Bulk mail services: PreSort Letters/Charity Mail, Clean Mail, Print Post, Impact Mail and Acquisition Mail	<i>Meter lodgement document</i> (8838236) can be used for PreSort Letters/Charity Mail, Clean Mail, Print Post or Impact Mail. Refer to the relevant <i>service guide</i> for the lodgement documents and other conditions of the bulk mail service.

Lodgement documents and consignment notes are available from your Licence Controlling Office. Lodgement documents are also available online at auspost.com.au.

Unless otherwise indicated, customers using postage meters may lodge their mail in the following ways:

	Conditions	Maximum quantity
Any Australia Post retail outlet	During office hours	Unlimited
A mail centre	Extended business hours ¹	Unlimited
A street posting box	Any time	Up to 300 Small letter articles or 50 Large letter articles per day

¹ Please check with your postal manager for specific operating hours.

6 TERMS AND CONDITIONS

6.1 The Postage Meter Standard

Australia Post has developed a minimum set of requirements for postage meters, known as the Australia Post Postage Meter Standard. All postage meters licensed on or after **1 February 2005**¹ comply with the requirements of the Standard (details below).

6.1.1 Requirements of the Standard

The current Postage Meter Standard requires that all newly licensed postage meters are equipped with the following features:

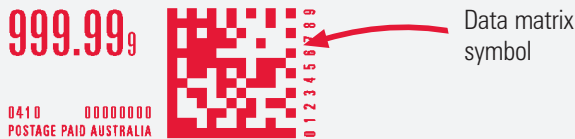
1 Modem resetting

The postage meter is electronically credited with postage funds by modem.

2 A unique postage impression

The postage meter prints a unique postage impression.

The impression features a machine-readable data matrix symbol containing coded information about the meter (see example below).



The data matrix symbol is produced automatically by the meter, without the need for any customer intervention or special software.

All impressions must be printed with an approved fluorescent ink. Red is the only currently approved colour, but meter suppliers may submit other colours to Australia Post for testing and approval.

3 The ability to transfer meter usage data by modem

The postage meter is capable of capturing, storing and transmitting information about the number and type of mail articles processed by the meter.

¹ An interim Postage Meter Standard applied from 1 January 2002 and has been superseded by the Postage Meter Standard effective 1 February 2005.

6.2 Important notice

The information contained in this guide is accurate as at the date of its publication and is subject to change at any time. The guide is provided for information purposes only and does not contain the full text of the terms and conditions governing the licensing and operation of postage meters. The actual terms and conditions governing the licensing and operation of postage meters, and related matters, are determined by the Board of the Australian Postal Corporation under the *Australian Postal Corporation Act 1989*, and contained in the Australia Post Terms and Conditions (as amended from time to time). A copy of Schedule 12 of the *Australia Post Terms and Conditions* is contained in section 6.3 on page 34 of this guide. Information on how to view or obtain the full *Australia Post Terms and Conditions* is contained in section 6.3 on page 34 of this guide.

To the extent permitted by law, Australia Post excludes all liability for any loss or damage (including indirect, special or consequential loss or damage) arising from the use of, or reliance on, the information contained in this guide, whether or not caused by any negligent act or omission. If Australia Post becomes liable for any breach of any such condition or warranty, Australia Post shall (to the extent permitted by law) limit such liability at its option to any one or more of the following:

- (a) in the case of goods, the replacement of the goods or the supply of equivalent goods or repair of the goods or payment of the cost of replacing the goods or acquiring equivalent goods or payment of the cost of having the goods repaired; and
- (b) in the case of services, to either supplying the services again or payment of the cost of having the services supplied again.

6.3 Australia Post Terms and Conditions

The following paragraphs are extracted from *Australia Post Terms and Conditions*, which contain the full terms and conditions applicable to postal services as determined by the Board of the Australian Postal Corporation under the *Australian Postal Corporation Act 1989* from time to time.

To view these terms and conditions, please visit our website at auspost.com.au or contact the Australia Post Customer Contact Centre in your state on **1300 823 789**.

Schedule 12 - Postage Meters Service Terms and Conditions

1 Introduction

- 1.1 These special service terms and conditions are supplementary to the Australia Post Terms and Conditions and to the extent that any aspect of this special service is not expressly included herein, the Australia Post Terms and Conditions apply.
- 1.2 These special service terms and conditions apply when:
 - 1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;

- 1.2.2 Australia Post accepts that application; and
- 1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

2 Interpretation

- 2.1 Except where expressly defined, all words and phrases used in this agreement shall have the same meaning, if any, given to them in the *Australian Postal Corporation Act 1989* and in the *Australia Post Terms and Conditions*, provided that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.
- 2.2 In these terms and conditions unless the contrary intention appears:
 - 2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;
 - 2.2.2 words importing a gender include any other gender; and
 - 2.2.3 words in the singular number include the plural and words in the plural number include the singular.
- 2.3 **“agreement”** means an agreement between Australia Post and a customer pursuant to clause 1.2.
- 2.4 **“application”** means an application made to Australia Post by a person for the issue of a licence by Australia Post;
- 2.5 **“approved impression”** means an impression approved by Australia Post;
- 2.6 **“customer”** means a person who holds a current licence from Australia Post to operate a meter;
- 2.7 **“data matrix barcode”** means a two-dimensional sequence or series of squares, bars, lines or other symbols, contained in an approved impression, conforming to the barcode systems and protocols adopted by Australia Post;
- 2.9 **“impressed article”** means an article bearing an approved impression;
- 2.10 **“impression”** means an impression, indicium, mark or other token made by a meter;
- 2.11 **“impression dies”** means the engraved plates contained in a meter which are capable of applying an approved impression to an article;
- 2.12 **“licence”** means a licence issued by Australia Post to a customer, pursuant to this schedule, which is a special service allowing the customer to operate a meter and includes a postage meter licence;
- 2.13 **“licence controlling office”** means an Australia Post office or outlet specified in the licence or otherwise nominated by Australia Post as such;
- 2.14 **“meter”** means a make or model of postage meter authorised by Australia Post to make approved impressions;
- 2.15 **“modem reset”** means the resetting of a vault using a modem in the manner prescribed by Australia Post;
- 2.16 **“postage meter”** means a device which:
 - 2.16.1 is capable of applying an approved impression, indicating the value of postage or other charges relating to an article;
 - 2.16.2 is capable of recording the value of an approved impression so made;
 - 2.16.3 is capable of being sealed or secured in such a manner that an approved impression cannot be made without the value being recorded by a vault and unless

- 2.16.3 a credit value equal to the value of the approved impression exists in the vault;
- 2.16.4 is capable of being modem reset;
- 2.16.5 is capable of applying an approved impression containing a data matrix barcode; and
- 2.16.6 has a printing mechanism and vault (which may be capable of being removed and separately sealed) which can be protected from tampering using Australia Post approved security standards; or
- 2.16.7 Australia Post may determine as such;
- 2.17 **"postage meter licence"** means a licence allowing the customer to operate a postage meter;
- 2.18 **"printing mechanism"** means that component of, or mechanism contained in, a meter which is designed exclusively to apply an approved impression to an article and includes approved impression dies;
- 2.19 **"remote reset centre"** means a location which has been approved by Australia Post to set or reset postage credits on a meter by modem or other methods approved by Australia Post;
- 2.20 **"reset"** means to add postage credit to the vault of a meter,
- 2.21 **"service"** means to overhaul, adjust, repair or modify a meter and includes any inspection of the meter carried out for the purposes of this Division;
- 2.22 **"supplier"** means a person who has entered into a supplier agreement with Australia Post to supply or service machines (as the case requires), provided such supplier agreement remains in force, and where the context dictates or otherwise permits, includes the supplier's employees and agents;
- 2.23 **"supplier agreement"** means a written agreement between Australia Post and a supplier regarding the supply or service of a meter (as the case requires);
- 2.24 **"supply"** means to sell or lease or offer to sell or lease;
- 2.25 **"Term"** means the Term of a licence;
- 2.26 **"vault"** means the component of a meter containing a secure set of accounting registers which may be separately sealed and which record the value of approved impressions made by and the postage credit value contained in a meter.

3 Use of impressions

- 3.1 A person shall not lodge with Australia Post an impressed article for carriage unless -
 - 3.1.1 that person is a customer or person authorised to lodge the impressed article on behalf of the customer;
 - 3.1.2 the article is lodged in accordance with this agreement and the conditions of the customer's licence, and
 - 3.1.3 The customer complies in all respects with the Australia Post Terms and Conditions, provided that where any inconsistency arises between these terms and conditions and the Australia Post Terms and Conditions, then this agreement shall prevail to the extent of any inconsistency.

4 Application for a licence

- 4.1 An application shall be made in a form and manner approved by Australia Post and disclose all information required by Australia Post.

- 4.2 Upon compliance with clause 4.1, Australia Post shall issue, and the applicant shall accept, an interim licence subject to these terms and conditions. The interim licence shall remain in force until -
 - 4.2.1 the application is accepted or rejected by Australia Post; or
 - 4.2.2 Australia Post revokes the interim licence.
- 4.3 In submitting the application, an applicant shall provide such supplementary information and / or material as reasonably required by Australia Post.
- 4.4 Australia Post may refuse an application where -
 - 4.4.1 the applicant has not provided the information required under clause 4.1 and 4.3; or
 - 4.4.2 the particular meter to which the application relates has not been -
 - (i) approved by Australia Post; or
 - (ii) if approved by Australia Post, has not been inspected by a supplier or Australia Post (as the case requires) within seven days prior to the date on which the application was made, and the supplier or Australia Post (as the case requires) reasonably believes that the state of general operation and security of the meter is unsatisfactory;
 - 4.4.3 the postage meter does not meet the conditions of the current Postage Meter Standard.
- 4.5 Where Australia Post accepts an application -
 - 4.5.1 the Term shall be deemed to commence from the date specified in the application; and
 - 4.5.2 the interim licence shall become the licence from the date of that acceptance.

5 Licence conditions

Meters

- 5A The customer acknowledges and agrees that:
 - 5A.1 the postage meter license is not transferable; and
 - 5A.2 no representation shall be made by the customer that:
 - 5A.2.1 the postage meter meets Australia Post's licensing requirements; or
 - 5A.2.2 Australia Post will licence the machine to another person.
- 5.1 A licence shall continue in force until -
 - 5.1.1 it expires;
 - 5.1.2 it is surrendered by a customer; or
 - 5.1.3 it is cancelled by Australia Post under clause 8, whichever occurs first.
- 5.2 Throughout the Term a customer shall -
 - 5.2.1 keep secure and remain in possession of the meter until a supplier or Australia Post (as the case requires) has taken the necessary steps to disable the printing capabilities of the meter including, but not limited to, the removal of the printing mechanism;
 - 5.2.2 notify the licence controlling office in writing of any proposed sale or other disposal of the meter including any proposed change of ownership of the meter;

Terms and conditions

- 5.2.3 immediately notify the licence controlling office, in writing, of any proposed change in the address of the premises at which the meter is sought by the customer to be kept;
- 5.2.4 not use the meter unless -
 - (i) the vault has been set and reset in accordance with the method approved by Australia Post;
 - (ii) the meter is operating correctly; and
 - (iii) the meter contains a printing mechanism and vault approved by Australia Post;
- 5.2.5 immediately report any defect in the operation or security of the meter to -
 - (i) the licence controlling office; and
 - (ii) if applicable, the supplier who supplied the meter.
- 5.2.6 reset the meter in accordance with the reset instructions provided to the customer by a supplier and approved by Australia Post;
- 5.2.7 operate the meter in accordance with the operating instructions provided to the customer by a supplier or Australia Post and as amended from time to time;
- 5.2.8 not tamper with any seal, lock or device placed in or on the meter by a supplier or Australia Post;
- 5.2.9 not allow any person other than a supplier or Australia Post to service the meter; and
- 5.2.10 not use any ink in the meter that is not of a colour, density and fluorescent quality approved by Australia Post.
- 5.3 A customer shall not dispose of or part with possession or control of a meter unless the customer delivers the meter to the licence controlling office or a supplier (as the case dictates) for the removal and surrender of the printing mechanism.
- 5.4 During the Term Australia Post or the supplier may -
 - 5.4.1 take action to prevent the resetting of the meter;
 - 5.4.2 enter the premises of a customer to inspect and disable the vault and / or the printing mechanism of the meter; and / or
 - 5.4.3 take physical possession of the vault and / or the printing mechanism and hold those items indefinitely, where Australia Post -
 - (i) reasonably suspects fraudulent activity or other crime; or
 - (ii) has withdrawn its approval for the meter for which the customer is licensed due to that meter no longer complying with the standard prescribed by Australia Post; or
 - (iii) reasonably believes that the state of general operation and security of the meter is unsatisfactory.
 - 5.4.4 Save where Australia Post reasonably suspects fraudulent activity or other crime under paragraph 5.4.3(i), Australia Post shall give reasonable notice to a customer where it proposes to exercise its rights under this sub clause, or where it instructs the supplier to exercise its rights on its behalf.
- 5.5 The customer shall indemnify and keep indemnified Australia Post against and in respect of -
 - 5.5.1 all losses, damages, costs or expenses (including consequential losses) sustained or incurred by Australia Post as a consequence (direct or indirect) of the failure,

- refusal, neglect or omission of the customer to properly discharge and perform any of its obligations under these terms and conditions or under the licence;
- 5.5.2 an amount equal to the amount of any loss in postage incurred and / or suffered by Australia Post as a consequence (direct or indirect) of the failure of the vault to accurately record the value of approved impressions made by the meter;
 - 5.5.3 all claims, actions and / or proceedings against Australia Post alleging liability arising from such failure, refusal, neglect or omission by the customer; and
 - 5.5.4 the costs and expenses (including legal costs) on a full indemnification basis incurred and / or suffered by Australia Post in respect of such claims, actions and / or proceedings.
- For the purposes of this sub clause, the amount of such liability shall be deemed a loss of the same amount incurred or suffered by Australia Post and may be recovered by Australia Post in any court or tribunal of competent jurisdiction as a debt due to Australia Post.
- 5.6 Unless contrary provision is made elsewhere in this Division, the obligations of a customer under this Division or under a licence shall bind the customer's respective administrators, guardians, personal representatives, employees, agents, permitted assigns, executors and trustees (howsoever appointed) and his / her / their respective administrators, executors and trustees.

Postage meters

- 5.7 A postage meter licence shall specify a licence controlling office -
 - 5.7.1 which is within a 50 kilometre radius of the premises at which the postage meter is licensed to be kept; or
 - 5.7.2 where no licence controlling office is within a 50 kilometre radius of the premises at which the postage meter is licensed to be kept, then the nearest licence controlling office.
- 5.8 A postage meter customer shall connect its postage meter to a remote reset centre -
 - 5.8.1 once every three calendar months or as otherwise directed by Australia Post; and
 - 5.8.2 using the method prescribed by Australia Post.

6 Refunds to customers in respect of approved impressions

- 6.1 Where -
 - 6.1.1 the vault fails to accurately record the value of an approved impression made by a meter; and
 - 6.1.2 such failure has not been caused or contributed to (directly or indirectly) by the failure, refusal, neglect or omission of the customer to properly discharge and perform any of its obligations under this agreement or under the licence; and
 - 6.1.3 such failure results in a loss to the customer,
then Australia Post may, in its reasonable discretion, pay to the customer an amount equal to the amount of the loss. The customer shall be entitled to make representations to Australia Post regarding the payment to it of such amount.
- 6.2 Where -
 - 6.2.1 an impression is defective or is made in error;
 - 6.2.2 the customer applies in writing to Australia Post for a refund of the value of the impression within six months after the date upon which the impression was made;

- 6.2.3 the customer has provided, to the reasonable satisfaction of Australia Post, evidence that the value of the impression has been accurately recorded by the meter as a result of printing the approved impression;
- 6.2.4 the impression has not been produced or reproduced by improper or fraudulent means, or by means which are not in accordance with these terms and conditions or under a licence, or which have been tampered with; and
- 6.2.5 the customer surrenders to Australia Post the complete envelope, packet, parcel, container or wrapper bearing the impression (but not the contents),
then Australia Post may, in its reasonable discretion, pay to the customer an amount equal to the value of the impression applied for in clause 6.2.2. The customer shall be entitled to make representations to Australia Post regarding the payment to it of such amount.
- 6.3 Where the value of an impression for which a refund is sought under clause 6.2 is unclear or otherwise illegible, then the value of that impression shall be deemed to be the lowest value of impression which the meter can make.
- 6.4 Australia Post will be entitled to refuse a refund for the value of any impression which has been produced or reproduced by improper or fraudulent means, or by means which are not in accordance with these terms and conditions or under a licence, or which have been tampered with. A refund will not be made for an impression which has been removed or separated from its original envelope, packet, parcel, container or wrapper.
- 6.5 Australia Post may refuse a refund for an impression the value (or part thereof) for which payment has not been received as cleared funds by Australia Post.

7 Conditions of lodgement of impressed articles for meters

- 7.1 A customer shall lodge impressed articles in the manner prescribed by Australia Post.
- 7.2 Impressed articles lodged for carriage must bear the address of the sender.
- 7.3 Where an approved impression on an article contains a date, that article shall be lodged only on the date contained within the approved impression.
- 7.4 Australia Post may either refuse to carry or treat as underpaid an article which has an impression that has been incorrectly positioned on the article and / or which does not comply with the relevant conditions for positioning of approved impressions prescribed by Australia Post.
- 7.5 Impressed articles for delivery by the local delivery service must be lodged at the counter of an office from which the articles will be delivered.
- 7.6 Impressed articles lodged for delivery under the barcoded and unbarcoded PreSort letter service must be accompanied by a PreSort letters meter lodgement document.
- 7.7 Impressed articles lodged for carriage must bear the address of the sender.

8 Termination by Australia Post

- 8.1 Australia Post may cancel a licence, under this agreement, where -
 - 8.1.1 the customer breaches Part 7A of the Crimes Act 1914 (Cth) (as amended) or equivalent state legislation;
 - 8.1.2 the customer breaches its obligations under -
 - (i) its licence; or
 - (ii) this agreement; and
 - (iii) Australia Post has given written notice of such breach to the customer and

- the customer has failed to remedy such breach within seven days (or such other reasonable period as may be specified in the notice) after the notice was served on the customer;
- 8.1.3 the customer lodges for carriage with Australia Post an article bearing an impression containing a message or slogan which Australia Post reasonably deems, in its discretion, to be misleading, confusing, offensive, undesirable or otherwise objectionable;
 - 8.1.4 the customer fails, refuses, neglects or otherwise omits to remedy any defect in the operation of the meter as and when required to do so by Australia Post;
 - 8.1.5 the customer lodges articles in contravention of clause 7 after having been warned by Australia Post that further contraventions of that clause by the customer may result in the cancellation of its licence;
 - 8.1.6 the customer engages in fraudulent activity in relation to a meter for which the customer is licensed or engages in other fraudulent activity; or
 - 8.1.7 Australia Post withdraws its approval for the meter for which the customer is licensed due to that meter no longer complying with the standard prescribed by Australia Post from time to time.
 - 8.1.8 Australia Post becomes aware that the meter for which the customer is licensed is lost, stolen or irreparably damaged;
 - 8.1.9 the customer enters, or threatens or proposes to enter, into any form of insolvency administration, including a voluntary administration as referred to in the Corporations Act 2001 (Cth);
 - 8.1.10 the customer passes a resolution or a court makes an order that the customer shall be wound up; or
 - 8.1.11 a receiver or manager on behalf of a creditor shall be appointed to the customer or if circumstances shall arise which entitle a court or a creditor to appoint a receiver or manager.

The surrender or cancellation of a licence does not relieve a customer of any continuing obligation which may be imposed by these terms and conditions or by the customer's licence.

- 8.2 Australia Post may refuse to carry an article lodged for carriage bearing an impression of the type referred to in clause 8.1.3.
- 8.3 Where -
 - 8.3.1 a licence has been surrendered or cancelled, and
 - 8.3.2 a credit remains on the meter to which the licence relates, subject to Australia Post's rights of set off, Australia Post shall pay the credit to the customer where -
 - 8.3.3 the customer, or the supplier on behalf of the customer, has presented the meter to the licence controlling office;
 - 8.3.4 the vault is functioning correctly;
 - 8.3.5 any seal, lock or device placed in or on the meter by a supplier or Australia Post remains intact and has not otherwise been tampered with; and
 - 8.3.6 the credit remaining on the meter constitutes funds cleared by Australia Post.

9 Supply and service of meters

- 9.1 Subject to clause 9.2, a person -
 - 9.1.1 may supply or service a meter only where that person is a supplier.
 - 9.1.2 shall not supply or service a meter unless that person is a supplier.
- 9.2 Australia Post may supply or service a meter.

10 Rebate for postage meter customers

- 10.1 A customer shall be entitled to a rebate on the value of the postage meter reset by modem at a rate determined by Australia Post for that purpose.

11 Rates and Charges

- 11.1 The Customer shall purchase postage as determined by Australia Post.

12 Variation

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

13 Notice

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

14 Limitation of Liability Release and Indemnity

- 14.1 Subject to clause 14.2 and Australia Post Terms and Conditions, Australia Post shall not be liable to any person (whether in contract, tort or otherwise) for any loss or damage suffered, or that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the licence, or any other matter or thing relating to this Agreement.
- 14.2 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or implied, in respect of the licence and the carriage of letters pursuant to this Agreement. Where the law precludes such exclusion and implies certain conditions and warranties into this Agreement, the liability of Australia Post for breach of such condition or warranty shall be limited, at the option of Australia Post, to any one or more of the following:
 - 14.2.1 supplying the licence again; or
 - 14.2.2 payment of the cost of having the licence supplied again.
- 14.3 The customer shall release and indemnify Australia Post against any loss or damage whatsoever which Australia Post may suffer as a result of any action, proceeding, claim, demand or prosecution arising from the provision of the licence, or any other matter or thing arising as a result of this Agreement, including loss or damage arising from the negligent acts or omissions of Australia Post, pursuant to this Agreement.

15 Force Majeure

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

16 Merger

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

17 Law

- 17.1 This agreement is governed by, and shall be construed in accordance with the laws in force in the State of Victoria which this agreement is entered into and the courts and registries of courts in that State.

18 Whole of Agreement

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



7 CHECKLIST

To assist Australia Post to deliver your mail accurately and efficiently, please use the following checklist when preparing and lodging your mail.

Preparing your articles

- Check that you have **addressed** your mail appropriately, including the state and postcode.
- Ensure that the **return address** is shown on each article.
- Affix **service labels** (Air Mail etc) where appropriate.

▶ See section 4

Metering your articles

- Ensure that the **date** you impress on your articles is the day you post the articles.
- Ensure that the **correct postage** is applied to each article. Ask your postal manager for a free copy of the latest *Post charges* booklet.
- Print/affix the impression to the **top right corner** of the article inside the Postage Zone.
- Re-ink** regularly to ensure your impressions are clear.

▶ See section 3.3

Lodging your articles

- Prepare **bulk mail lodgements** (PreSort Letters, Print Post, Clean Mail, Charity Mail, Impact Mail and Acquisition Mail) separately in accordance with the conditions of service.
- Separate** Registered Post, COD, Express Courier International, Express Post International and Local Delivery service articles from other mail items.
- Separate** domestic and international mail where possible.
- Face and bundle** articles securely using two thick bands (for lodgments of up to 300 articles).
- Lodge your mail in accordance with our conditions.

▶ See section 5

You may wish to detach this checklist and place it near your postage meter.



8 APPLICATION FOR A LICENCE TO USE A POSTAGE METER

Refer to inserted page opposite.



Application for a license to use a postage meter



ABN 28 864 970 579

Attach a zero-value postage impression from the postage meter you wish to have licensed. Your postage meter supplier can assist you with this.

- The actual terms and conditions governing the licensing and operation of postage meters, and related matters, are contained in Division 5 of Part II of the *Australia Post Terms and Conditions* as set by the Board of Australia Post pursuant to subsection 32(1)(b) of the *Australian Postal Corporation Act 1989* and as amended from time to time.
- Forward this application to the Australia Post Postage Meter Section. The mailing address is provided in the *Postage meters conditions of use* guide.
- We recommend you keep a copy of the application for your reference.

1. Proposed Licensee details

Name of proposed Licensee (Person, company or organisation name)

Company details (if applicable)

Australian Company Number (A.C.N.)

Australian Business Number (A.B.N.)

Business telephone number

Area code

Business facsimile number

Area code

Mobile telephone number (optional)

Postal address (For notices in respect of licence)

Unit number/street number/street name (with a gap between numbers and words)

Suburb/locality

State

Postcode

Street address of premises at which postage meter will be kept (If same as above, show "as above")

Unit number/street number/street name (with a gap between numbers and words)

Suburb/locality

State

Postcode

Email address (optional)

Australia Post Business Credit Account Number: (If you wish to have your postage meter resets charged to your account.)

2. Postage meter details

Make

Model

Licence number

Serial number

Has a current postage meter or franking machine been traded-in on the postage meter to be licensed?

No Yes (If yes, complete items at right) ▶

Licence number of trade-in

Serial number of trade-in

3. Proposed primary office of lodgement

Your preferred Australia Post office for the lodgement of your metered mail, and for all dealings with Australia Post concerning your postage meter.

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

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

Approved by Manager Letters Portfolio - Postal Services.

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