



# PreSort Letters service guide

Including Charity Mail

July 2011

# CONTACTS FOR PRESORT LETTERS ENQUIRIES

## Australia Post

Website [auspost.com.au/presort](http://auspost.com.au/presort)  
Phone 13 11 18  
Fax 1300 115 375  
Email [business@auspost.com.au](mailto:business@auspost.com.au)  
Address

Australia Post  
PreSort Letters Coordination Team  
Centralised Services  
GPO Box 9911  
IN YOUR CAPITAL CITY

Australia Post account executive:

.....  
Business phone:.....  
Mobile phone:.....  
Fax:.....  
Email:  
.....

Australia Post lodgement facility:

.....  
Manager:.....  
Address:.....  
.....  
Phone:.....  
Fax:.....

Australia Post Business Credit  
Account:

.....

Charity Mail Number:

.....

## Mailing house

Name:.....  
Address:.....  
.....  
Contact:.....  
Contact phone (direct):.....  
Contact email:  
.....  
Business phone:.....  
Fax:.....  
Business email:  
.....  
Website:  
.....

## AMAS approved software supplier

Name:.....  
Address:.....  
.....  
Contact:.....  
Contact phone (direct):.....  
Contact email:  
.....  
Business phone:.....  
Fax:.....  
Business email:  
.....  
Website:  
.....



- ❓ *Do you lodge 300 or more articles at a time?*
- ❓ *Do you have the facility to barcode your mail?*
- ❓ *Are you looking for creative freedom with your mail?*
- ❓ *Are you interested in tracking the results of your mail out?*

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

# BULK MAIL SERVICES COMPARED

**What can bulk mail services do for me?**

**What size articles can I send?**

**What weight articles can I send?**

Pricing applies for these weight limits (g)

**Do I need to print barcodes on the articles?**

**Do I need to sort the articles?**

**What is the minimum volume of articles I need?**

**How fast is the delivery?**

**Do I need to apply to use this service?**

**How does the cost per article compare?**

eg Small article, 125g, with maximum sorting, compared to Full Rate Mail

## Unaddressed



Deliver unaddressed leaflets, catalogues etc to all letterboxes in an area, at very low cost

Small		Large	
50	50	100	250
100			

No  
(Not addressed)

**Yes**  
Put in trays for each delivery centre

One suburb, town, postcode, round\* or channel

Lodge up to seven days before your chosen delivery week

**Yes**  
Book at least two weeks before the delivery week



## Acquisition Mail



Deliver addressed (non-personalised) articles to reach prospects and acquire new customers

Small	Small Plus
125	125

**Yes**  
To the maximum extent

**Yes.**  
Trays for each sort plan number

30,000 articles and 60 per cent of the address data provided

**Surface (OP):** Same state metro 2–3 days

**Yes**  
Online registration



## Print Post



Deliver approved regular publications, such as magazines or newsletters

Small		Large	
250	50, 125, 175, 250, additional 50g steps up to 1kg		

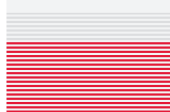
Not required  
(Recommended only)

**Yes.**  
Bundles or trays for each postcode

100 articles

Same state metro: next day  
Other state (metro to metro): 2–7 days

**Yes**  
Apply for a Print Post Publication Number



## Charity Mail



Deliver small PreSort Letters articles at lower prices for approved charitable organisations

Small
125

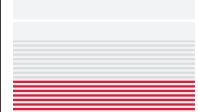
**Yes**  
On at least 300 articles

**Yes.**  
Trays for each sort plan number

300 barcoded articles

**Regular:** Same state metro - next day  
**Surface (OP):** Same state metro 2–3 days

**Yes**  
Apply for a Charity Mail Approval Number



\* Conditions apply

## PreSort Letters



Deliver machine-addressed articles which are barcoded and sorted

Small	Small Plus	Med.	Large
125	125	125 250	125 250 500

**Yes**  
On at least 300 articles

**Yes.**  
Trays for each sort plan number  
300 barcoded articles

**Regular:** Same state metro - next day  
**Surface (OP):** Same state metro 2–3 days

**Yes**  
Nominate your lodgement facility(s)



## Clean Mail



Deliver machine-addressed smaller articles, without the need to barcode or sort them

Small	Small Plus
125	125

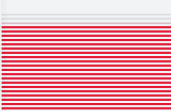
No

No

300 articles

1–4 days

No



## Impact Mail



Deliver creatively shaped articles – great for direct mail campaigns

Small	Small Plus
125	125

No

**Yes.**  
Trays for each postcode or sort plan number

300 articles

1–7 days

No.  
Non-paper articles should be submitted for testing



## Imprint/Metered



Deliver articles at a lower price than regular Full Rate mail, with no minimum volume

Small	Large
250	125 250 500

No

No

No minimum

1–4 days

No



## Reply Paid



Make it easy for your customers to respond

Small	Large
250	125 250 500

**Yes**  
(Preprinted)

No

No minimum

1–4 days

**Yes**  
Apply for a Reply Paid Number



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## WHAT'S IN THE GUIDE?

This guide is written to provide ease of reference within three simple sections: PreSort Letters basics; PreSort Letters preparation and PreSort Letters lodgement. In addition, there are specialised sections for Charity Mail and barcoding specifications.

### **Section 1 – PreSort Letters basics**

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

### **Section 2 – PreSort Letters preparation**

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

### **Section 3 – PreSort Letters lodgement**

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

### **Section 4 – Charity Mail**

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

### **Section 5 – Barcoding**

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

# 1 PRESORT LETTERS BASICS

## 1.1 What is PreSort Letters?

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

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

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

## 1.2 Why use PreSort Letters?

With PreSort Letters, you can:

- lodge bulk mailings of 300 or more barcoded articles
- maximise the space available for creative artwork
- track and segment results of mailings due to information contained in the barcode
- access lower prices by sorting your articles
- access a Surface Mail (formerly Off-Peak) delivery service at reduced prices
- use the Charity Mail and the Registered Post service in conjunction with the PreSort Letters service.



In addition, the PreSort Letters service also:

- has access to private box addresses
- has access to the Redirection service
- allows a postage meter to be used as a payment method
- has the option to arrange your own interstate transport to interconnect with Australia Post's letters service network at designated facilities
- has delivery with daily normal mail by the same professional delivery officers.

## 1.3 What qualifies for PreSort Letters?

To qualify:

- the minimum quantity is 300 barcoded articles per lodgement
- the maximum weight for articles is 500g
- each lodgement must consist of articles within the same size and weight category and delivery standard.

### 1.3.1 Aggregated lodgements

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

- there is a minimum of 10,000 articles within the same size, weight and price category
- articles in the lodgement are for the same delivery standard (ie; all regular or all surface mail)
- articles in the lodgement belong to the same category (ie; all with or without Charity Mail)
- payment is made by postage meter or an alternate reconciliation process approved by Australia Post.<sup>1</sup>

## 1.4 How to apply

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

The *PreSort Letter Service Application* (8835117) is available at all postal outlets.

▶ See section 3.2

1 To apply for approval of an alternate reconciliation process for aggregated lodgements, discuss with your account manager, or the contacts listed at section 2.10.

## 1.5 Preparation basics

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

### 1.5.1 Article size, weight and type requirements

PreSort Letters is available for *Small*, *Small Plus*, *Medium* and *Large* size categories.

Articles can weigh up to 500 grams.

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

All articles in a lodgement must be within the same size and weight category. Square articles are allowed in the Medium and Large size categories, but not in the Small and Small Plus size categories.

Articles in the Small and Small Plus size categories must be oblong<sup>†</sup>.

	Small	Small Plus	Medium	Large
<b>Max. weight</b>	125g	125g	125g or 250g	125g, 250g or 500g
<b>Min. size</b>	88 x 138mm	88 x 138mm	—	—
<b>Max. size</b>	130 x 240mm	162 x 240mm	180 x 260mm	260 x 360mm
<b>Max. thickness</b>	5mm	5mm	20mm	20mm
<b>Shape</b>	Oblong <sup>†</sup>	Oblong <sup>†</sup>	Rectangular*	Rectangular*
<b>Common examples</b>	DL (110 x 220mm) C6 (114 x 162mm)	C5 (162 x 229mm)	B5 (176 x 250mm)	B6/C4 (125 x 324mm) C4 (229 x 324mm) B4 (250 x 353mm)

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

\* A square is an equilateral rectangle.

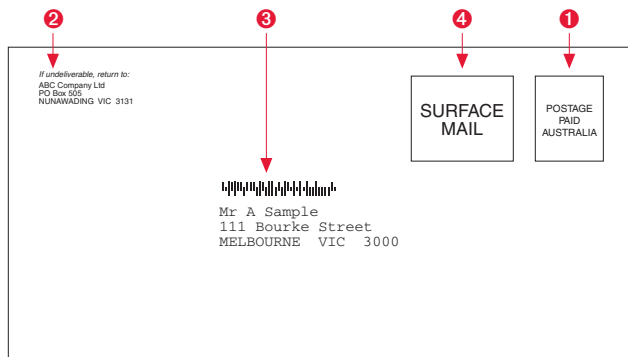
▶ See section 2.2

### 1.5.2 Correct addressing requirements and barcoding

You need to pay particular attention to addressing and barcoding. Detailed information on printing the 4-state barcodes can be found in section 5 Barcoding print specifications.

Articles need the addressed side to be printed with:

- 1 the Postage Paid Imprint (unless a postage meter is used)
- 2 the return address, preferred here or on the back
- 3 a barcode, and a delivery address that observes correct addressing conditions
- 4 the Surface Mail Indicator (formerly Off Peak) if this delivery service is selected).



▶ See section 2.3

### AMAS Certified barcode software

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

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



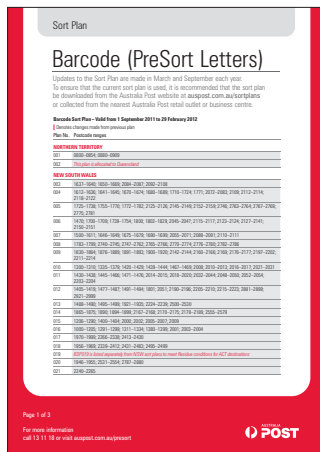
## 1.6 Lodgement basics

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

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

The three sort categories are:

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



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

The image shows the 'PreSort Letters Lodgement document' form. It includes sections for:
 

- Sender information:** Name, address, phone, and email.
- Recipient information:** Name, address, and phone.
- Postage:** Selection of postage type (e.g., Standard, Registered) and amount.
- Delivery options:** Selection of delivery standard (e.g., Regular, Surface Mail).
- Number of articles:** A table to list the number of articles for each recipient.
- Comments:** A section for additional notes or instructions.
- Other details:** Information about the sender's business and contact preferences.

▶ See section 3

## 1.7 Delivery standards

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

Two delivery standards are available:

- Regular delivery – normal delivery standards apply
- Surface Mail (formerly Off Peak) – is based on surface / road transport and provides delivery within a two business day window.

The delivery standards for regular mail are as follows (in business days):

For delivery	Same state	Other state
Within metropolitan areas of capital cities or within the same city or town and environs <sup>1</sup>	1 day	—
Between metropolitan areas of capital cities	—	2 days
Between metropolitan areas of capital cities and country locations	2 days	3 days
Between country locations	2 days	4 days

<sup>1</sup> Environs: a surrounding area or region, especially the suburbs or outskirts of a town or city; vicinity.

To view detailed information for Regular and Surface Mail delivery standards, visit [auspost.com.au/presort](https://auspost.com.au/presort).

These timetables are guidelines only and based on reasonable expectations and experience and do not include External Territories and remote areas<sup>1</sup>. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timetables.

### 1.8 What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any Australia Post retail outlet, or downloaded from [auspost.com.au](https://auspost.com.au)

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

		Regular Delivery or Surface Mail Delivery			
Size category	Weight up to	Direct trays		Residue trays	Unbarcoded trays
		Same state	Other state		
Small	125g	✓	✓	✓	✓
Small Plus	125g	✓	✓	✓	✓
Medium	125g	✓	✓	✓	✓
	250g	✓	✓	✓	✓
Large	125g	✓	✓	✓	✓
	250g	✓	✓	✓	✓
	500g	✓	✓	✓	✓

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

#### 1.8.1 Conditions for same state prices

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

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

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

## 1.9 Other considerations

How can I be sure an article is acceptable?

Australia Post staff inspect each lodgement to ensure that it satisfies correct addressing conditions, and that barcodes are valid.

If you are concerned that your articles may not satisfy all service requirements you can request a preliminary test prior to lodgement:

Contact either your Australia Post account manager, [BQPHelp@auspost.com.au](mailto:BQPHelp@auspost.com.au) or:

Australia Post  
Business Letter Services  
GPO Box 1777  
MELBOURNE VIC 3001

▶ See section 2.10



### 1.10 Summary checklist

The key points covered in this section include:

- ✓ There must be at least 300 barcoded articles.
- ✓ PreSort Letters is available for *Small*, *Small Plus*, *Medium* and *Large* size category articles.
- ✓ Articles can be plastic wrapped (conditions apply).
- ✓ Correct addressing conditions may apply.
- ✓ AMAS certified software must be used to print the correctly formatted barcode.
- ✓ You have the choice to sort articles to three sort categories: *Direct trays*, *Residue* and *Unbarcoded trays*.
- ✓ As well as regular mail delivery PreSort Letters offers the Surface Mail (formerly Off Peak) delivery option.
- ✓ A *PreSort Letter Service Application* form must be completed before your first lodgement.
- ✓ Registered Post may be used with the PreSort Letters service.
- ✓ Prices can be located in the *Post charges* booklet (8833665) and the Australia Post website [auspost.com.au](http://auspost.com.au).

## 2 PRESORT LETTERS PREPARATION

### 2.1 Preparation overview

This section covers in detail all the information you need to prepare your articles. The diagram below illustrates the steps to prepare PreSort Letters. Each requirement is covered in detail throughout the section.



## 2.2 Article characteristics

### 2.2.1 Article size and weight

The size categories eligible for the PreSort Letters service are *Small*, *Small Plus*, *Medium* and *Large*.

Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents. All articles in a lodgement must be within the same size and weight category.

	Small	Small Plus	Medium	Large
Max. weight	125g	125g	125g or 250g	125g, 250g or 500g
Min. size	88 x 138mm	88 x 138mm	—	—
Max. size	130 x 240mm	162 x 240mm	180 x 260mm	260 x 360mm
Max. thickness	5mm	5mm	20mm	20mm
Shape	Oblong <sup>†</sup>	Oblong <sup>†</sup>	Rectangular*	Rectangular*
Common examples	DL (110 x 220mm) C6 (114 x 162mm)	C5 (162 x 229mm)	B5 (176 x 250mm)	B6/C4 (125 x 324mm) C4 (229 x 324mm) B4 (250 x 353mm)

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

\* A square is an equilateral rectangle.

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



### 2.2.2 Article shape

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

## 2.2.3 Article type

PreSort Letters articles can be either envelopes or postcards.

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

### Window faced envelopes

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

However, even very clear panels can cause sorting difficulties if they reflect light to any great extent. Please refer to Section 9 of the *Post Guide – Letter Post & Electronic Mail within Australia* if required.



The address area visible through the window panel must meet the reflectance requirements contained in Barcoding Specifications, see section 5.2.4 Reflectance.

Open window panels are not permitted.

The recommended minimum size for window panels is:

- 30mm high x 80mm wide, for Small and Small Plus size articles (up to C5)
- 45mm high x 95mm wide, for Medium and Large size articles.

The entire address block, including barcode, must be clearly visible through the window panel, when the article is presented for lodgement.

## 2.2.4 Paper stock

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

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: <http://infostore.saiglobal.com/store/>). For details refer to your paper supplier or envelope manufacturer or visit [auspost.com.au/business/standard-delivery-service-for-documents-in-australia.html](http://auspost.com.au/business/standard-delivery-service-for-documents-in-australia.html)

### Paper stock colour

There are no restrictions on the article colour for envelopes, postcards or plastic wrapped articles and/or flysheets provided the background against which the barcode is printed meets the reflectance requirements contained at Barcoding Print Specifications in section 5.2.4 Reflectance.

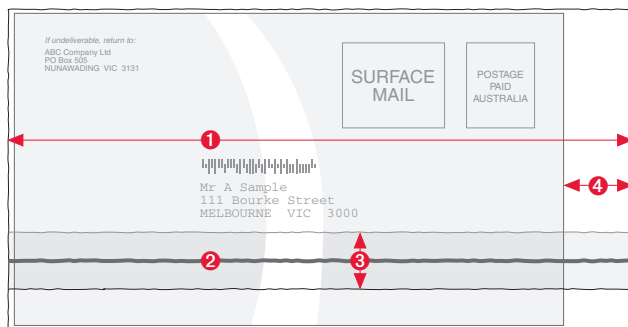
## 2.2.5 Plastic wrapping

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

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

### Plastic wrapping requirements:

- 1 Plastic wrapped PreSort Letters articles are measured on the “total plastic size”, not the size of the contents
- 2 The sealing seam (weld) must not intersect the address block or barcode either horizontally or vertically
- 3 The hem (overlapping plastic area) must not intersect the address block or barcode either horizontally or vertically
- 4 The maximum overhang (excess plastic wrap) is not to exceed:
  - 10mm for all Small or Small Plus articles
  - 35mm for Medium or Large articles up to 10mm thick
  - 60mm for Medium or Large articles over 10mm thick

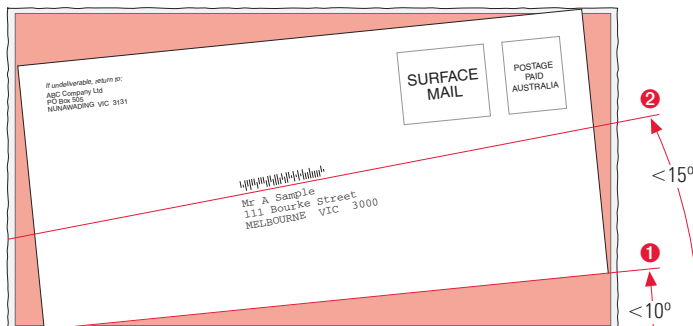


Attribute	Specification
Material	Polypropylene/polyethylene or similar film, anti-static, medium impact resistant IR2, with a co-efficient of friction of medium slip in accordance with AS 1326-1972
Colour	<p>The plastic wrapper may be any colour including reflective material. However the address block and barcode must be printed over a surface which observes the reflectance/contrast requirements – see section 5.2.4 Reflectance.</p> <p>Where the address or address label is shown under a transparent wrapping, the area of the wrapper overlapping the address must have a contrast ratio that does not exceed 25 per cent when measured by a suitable photometric method.</p>
Thickness	The minimum thickness is 25 microns
Strength	The weld strength of the seam should be sufficient to prevent opening during mail processing

### Address sheet skew

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

- 1 The maximum skew permissible for an address sheet is  $\pm 10$  degrees to the article edge, when presented for lodgement.
- 2 The combined skew of the address sheet and barcode must not exceed  $\pm 15$  degrees to the article edge, when presented for lodgement.



## Common problems with plastic wrapping

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

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

### 2.2.6 Sealing of articles

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

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

### 2.2.7 Article flexibility

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

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



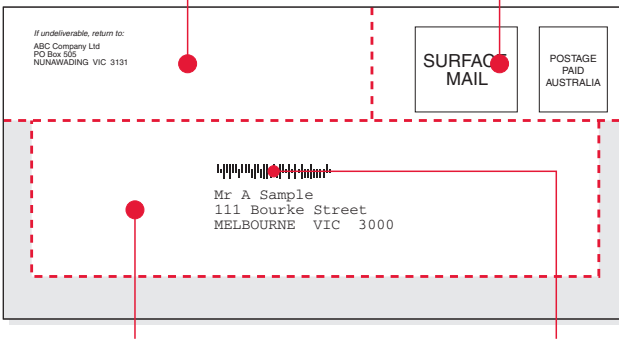
## 2.3 Article layout and zones

PreSort Letters articles are made up of three printing zones.

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

**Return address zone** section 2.5

**Postage zone** section 2.4



**Barcode and delivery address zone** section 2.6

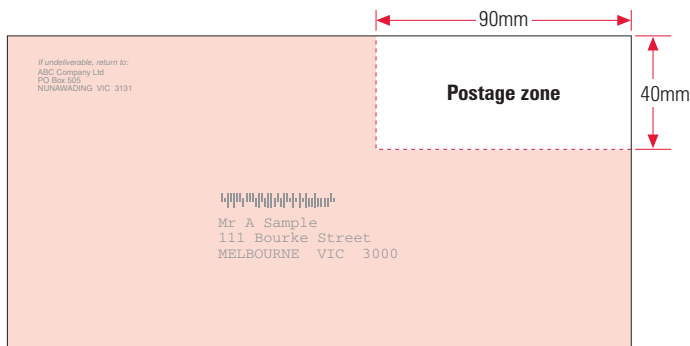
**Barcode** section 2.7

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

## 2.4 Postage zone

The postage zone contains a postage paid imprint or a postage meter impression, and a Surface Mail (formerly Off Peak) indicator if the Surface Mail delivery service is selected. No other inscriptions are permitted. Dimensions must be:

- 90mm across from the top right hand corner of the article
- 40mm down from the top edge of the article.



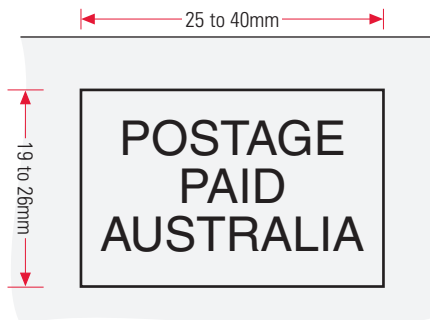
Variations to these requirements should be submitted for approval. See section 2.10.

### 2.4.1 Postage Paid Imprint

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

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

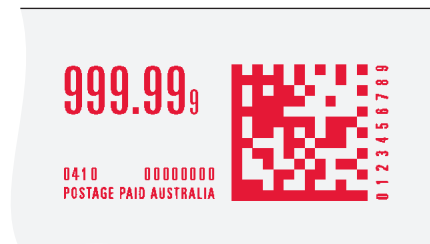
- maximum: 26 x 40mm (see illustration)
- minimum: 19 x 25mm.



### 2.4.2 Postage Meter Impression

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

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



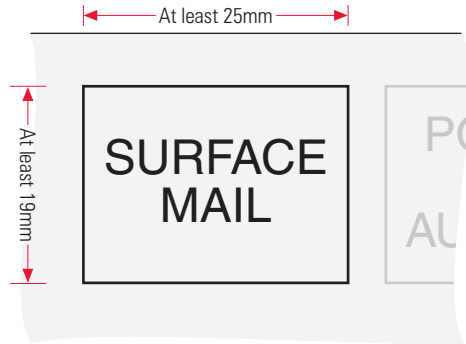
Return address details appearing in the postage zone as part of a postage meter impression are acceptable.

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

### 2.4.3 Surface Mail (formerly Off Peak) indicator

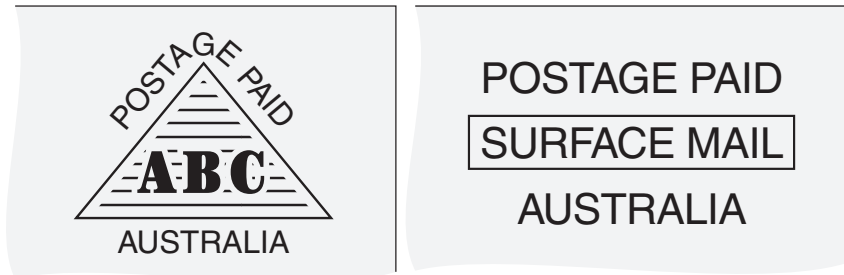
All articles for which the Surface Mail delivery service is selected should bear a Surface Mail indicator, located within the postage zone, to the left of the Postage Paid imprint or postage meter impression.

The words SURFACE MAIL need to be printed in capital letters, centred in a rectangular box with the minimum dimensions of 25 x 19mm.



### 2.4.4 Personalised Imprints

Australia Post may approve a personalised imprint design for the Postage Paid Imprint or Combined Surface Mail indicator / Postage Paid imprint. The design must not have the appearance of a postage stamp and the words POSTAGE PAID AUSTRALIA must be prominent (see example illustrations).



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

### 2.4.5 Colour of postage zone inscriptions

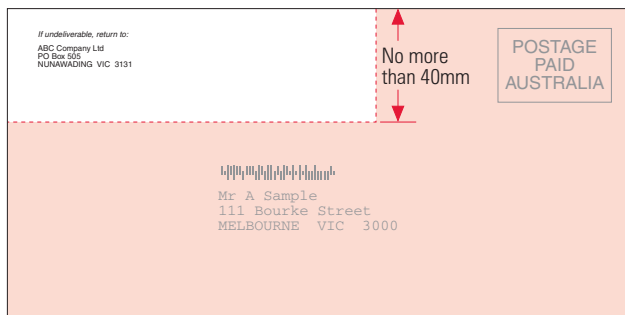
Any coloured ink can be used. Australia Post prefers dark colours such as black, dark blue and dark green.

## 2.5 Return address zone

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

Australia Post prefers return addresses to be:

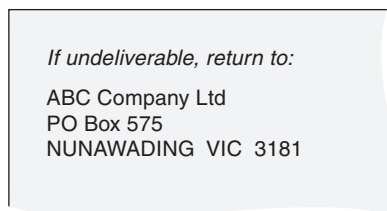
- on the upper left-hand corner of the address side of the article
- no lower than 40mm from the top edge
- no larger than 8 point font preferred
- with no bolding.



Alternatively, the return address may be printed on the back of the article.

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

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



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

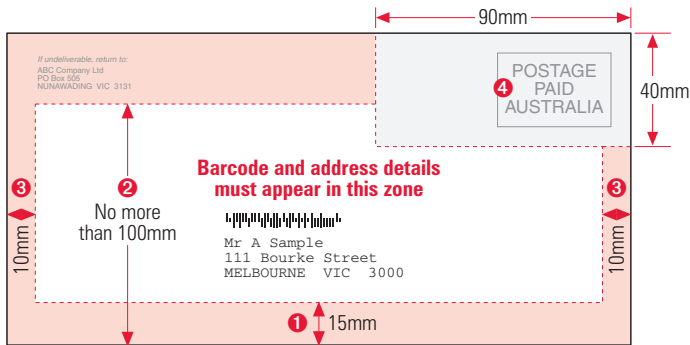
## 2.6 Barcode and delivery address zone

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

### 2.6.1 Small and Small Plus articles

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

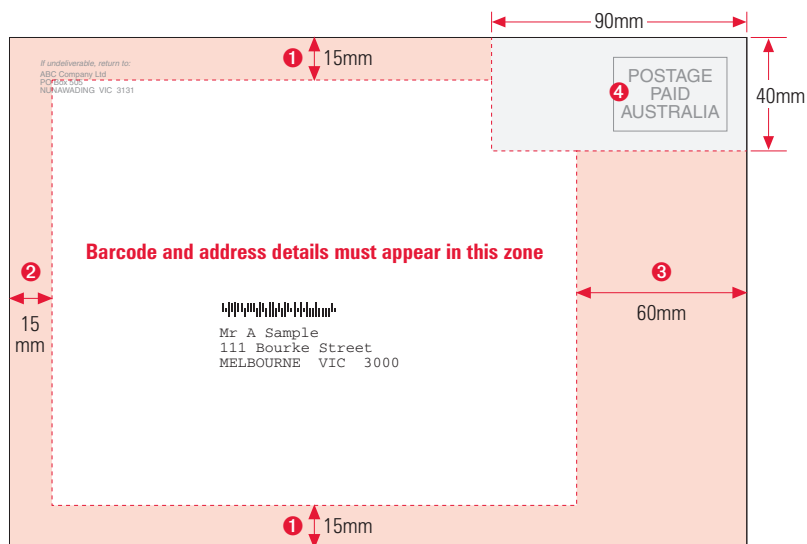
- 1 at least 15mm from the bottom edge of the article
- 2 no more than 100mm up from the bottom edge of the article
- 3 at least 10mm from the left and right edges of the article
- 4 outside of the postage zone.



## 2.6.2 Medium and Large articles (landscape layout)

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

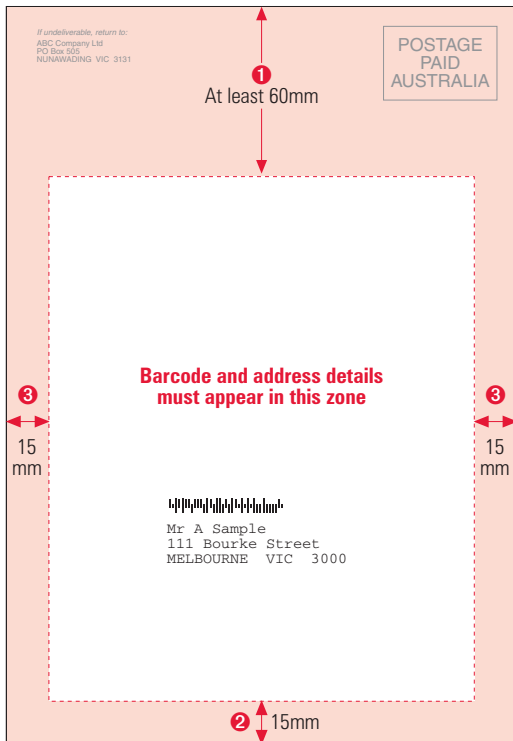
- 1 at least 15mm from the top and bottom edges of the article
- 2 at least 15mm from the left edge of the article
- 3 at least 60mm from the right edge of the article
- 4 outside of the postage zone.



## 2.6.3 Medium and Large articles (portrait layout)

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

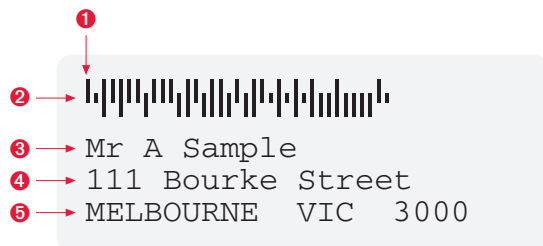
- 1 at least 60mm from the top edge of the article
- 2 at least 15mm from the bottom edge of the article
- 3 at least 15mm from the left and right edges of the article.



## 2.6.4 Address layout

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

- ❶ **Address lines** (excluding barcode placement) must be aligned left.
- ❷ **Barcode** – see section 2.7 for barcode requirements.
- ❸ **Additional address information** such as business or person’s name if included, must be placed above the last two lines of the address and not below, alongside or within these lines.
- ❹ **Second last line** – Must contain the number and name of the street or thoroughfare or post office box or bag number.
- ❺ **Bottom line** – Must contain the locality and the postcode.  
Australia Post recommends that the state abbreviation is printed on the same line after the locality.<sup>1</sup>  
Australia Post strongly recommends that this line is printed in CAPITALS.



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

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

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

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

### 2.6.5 Address fonts and colours

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

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



## 2.7 Barcoding

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

For technical details relating to barcoding, including Australia Post's *Postal Address File (PAF)* and specifications on printing a barcode, see section 5 Barcoding print specifications.

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

### 2.7.1 Obtaining the DPID for each address

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

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

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

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



### 2.7.2 Barcode location

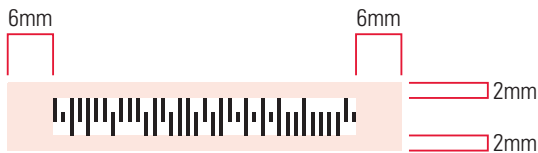
The barcode can be placed separately from the delivery address, so long as it remains in the Barcode and Delivery Address Zone.

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

### 2.7.3 Barcode clear zone

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

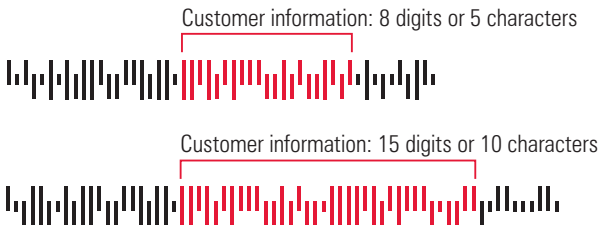
There must be a clear zone (no printing) around the barcode of at least 6mm to the left and right and at least 2mm from the top and bottom.



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

### 2.7.4 Customer appended information in barcodes

The standard barcode contains 37 bars, however you have the opportunity to include your own information in 52 or 67 length 4-state barcodes. This information can be used to monitor mail returns for campaigns or orders. The information is encoded and included in the additional bars. See section 5.2 Printing the barcode



### 2.7.5 Address Matching Approval System (AMAS)

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

To obtain AMAS approved software, a list of software vendors is available on the Australia Post website at [auspost.com.au/amas](http://auspost.com.au/amas)

### 2.7.6 Unbarcoded articles

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

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

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

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

### 2.8 Adding logos, advertising and other printing

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

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

### 2.9 Non compliance

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

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

- (a) withdrawing the lodgement, modifying and re-presenting it at a later date
- (b) where barcodes are correct and current against the latest version of the Postal Address File, lodging the articles at either the full rate ordinary prices applicable at the time, or Clean Mail if eligible
- (c) where barcodes are incorrect, corrupt, out of specification or illegible, lodging barcoded articles at the full rate ordinary prices applicable at the time, and unbarcoded articles as Clean Mail if eligible.

**Note:** Surface Mail lodgements that do not qualify for PreSort Letters prices, and are lodged in an alternate service, will be despatched in accordance with the delivery transport schedules of that service. Australia Post will do all it can to ensure that the lodgement meets those transport schedules but this cannot be guaranteed because of the SURFACE MAIL indicator on the articles.

## 2.10 Testing

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

- shape
- window panel quality
- article colour, patterns or watermarks
- paper stock quality
- plastic wrapping
- flexibility
- barcode readability
- positioning of logos, advertising and other printing.

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

Requests for testing should be directed to either your Australia Post account manager, to [BQPHelp@auspost.com.au](mailto:BQPHelp@auspost.com.au) or to:

Australia Post  
Business Letter Services  
GPO Box 1777  
MELBOURNE VIC 3001

### Barcode Quality Program

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



## 2.11 Summary checklist

### PreSort Letters preparation involves:

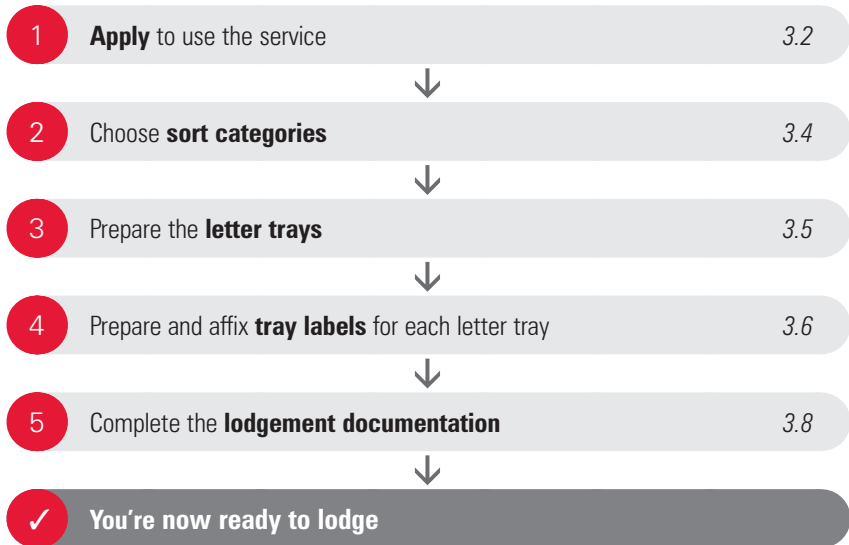
- Checking the size and weight of the article to ensure it is acceptable.
- Ensuring the type of article chosen is acceptable.
- Ensuring all guidelines are followed for plastic wrapping.
- Ensuring all inscriptions are displayed on the article.
- Ensuring all correct addressing guidelines are followed.
- Ensuring all elements of barcoding are followed.

## 3 PRESORT LETTERS LODGEMENT

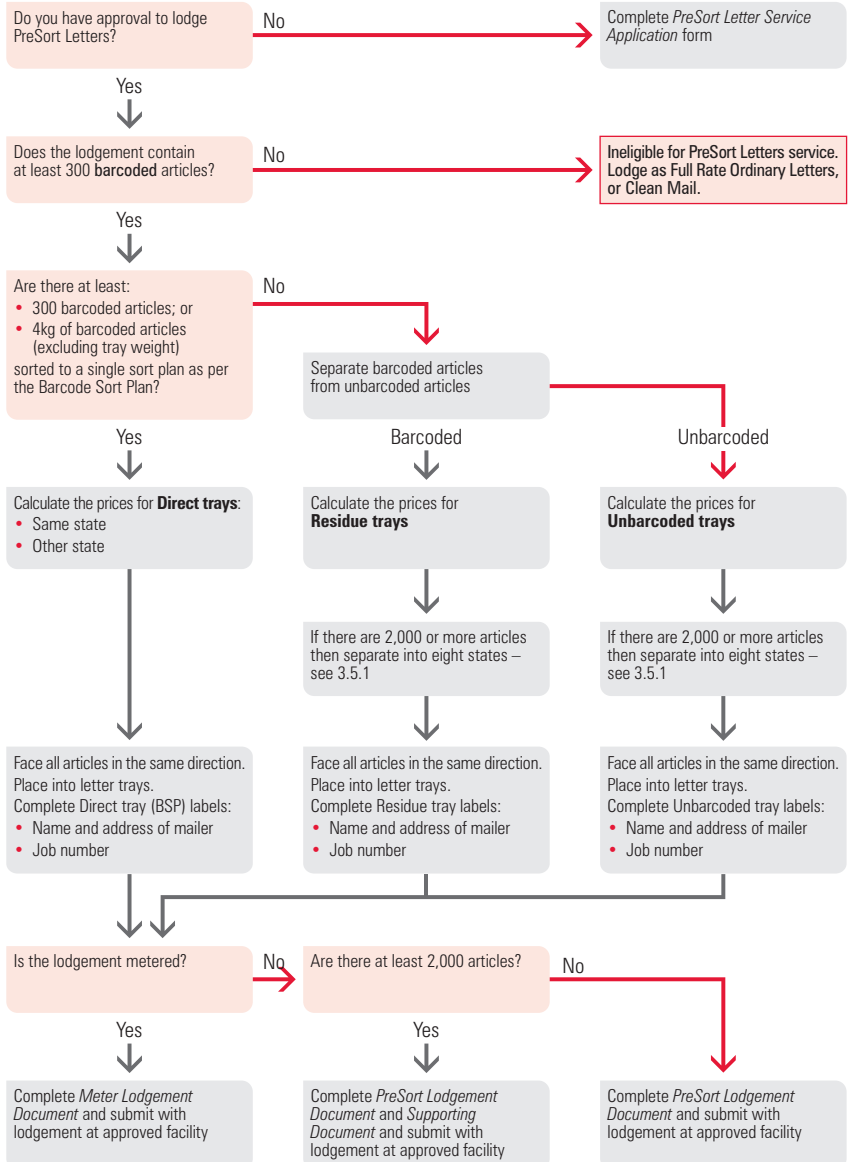
### 3.1 Lodgement overview

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

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



## 3.1.1 Sorting and lodgement flowchart



## 3.2 Applying for PreSort Letters

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

The *PreSort Letter Service Application* (8835117) is available at all postal outlets and should be presented to the mail centre or business centre where lodgements will be made.

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

## 3.3 First lodgement

It is recommended that you submit sample articles to Australia Post for testing of barcode accuracy and readability, prior to lodging PreSort Letters for the first time. Information relating to the Barcode Quality Program is available on the Australia Post website at [auspost.com.au/bqp](http://auspost.com.au/bqp)

## 3.4 Sort categories

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

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

Sort category	Description	To qualify
Direct trays	<ul style="list-style-type: none"> <li>• Barcoded</li> <li>• Sorted to the BSP</li> <li>• Plastic wrapping permitted for Small and Small Plus articles</li> </ul>	The minimum quantity is 300 articles (or 4kg of article weight, excluding the weight of the tray) per postcode range. Remaining barcoded articles become "Residue".
Residue trays	<ul style="list-style-type: none"> <li>• Barcoded</li> <li>• Not sorted</li> </ul>	<p>Where there are insufficient barcoded articles to make a Direct tray.</p> <p>No minimum quantity. (The total lodgement must contain at least 300 barcoded articles).</p>
Unbarcoded trays	<ul style="list-style-type: none"> <li>• Not barcoded</li> <li>• Not sorted</li> </ul>	<p>Articles that are not barcoded.</p> <p>No minimum quantity. (The total lodgement must contain at least 300 barcoded articles).</p>

## 3.4.1 Barcode Sort Plan (BSP)

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

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

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

Plan No.	Postcode ranges
<b>NORTHERN TERRITORY</b>	
001	0800–0854; 0880–0909
002	<i>This plan is allocated to Queensland</i>
<b>NEW SOUTH WALES</b>	
003	1637–1640; 1650–1669; 2084–2087; 2092–2108
004	1612–1636; 1641–1645; 1670–1674; 1680–1689; 1710–1724; 1771; 2072–2083; 2109; 2112–2114; 2118–2122
005	1725–1738; 1755–1770; 1772–1782; 2125–2126; 2145–2147; 2175–2181

Upon lodgement, Australia Post staff perform a check to determine if articles have been sorted correctly.

Australia Post reserves the right to reject a lodgement if an unacceptable number of articles are incorrectly sorted. Australia Post provides a service for customers and vendors wanting to verify the accuracy of software developed to sort articles according to the Barcode Sort Plan. Further information on this service is available from the Technical Support Centre on 03 9106 8098.

## 3.5 Preparation of letter trays

Obtain letter trays at no cost from your lodgement facility.

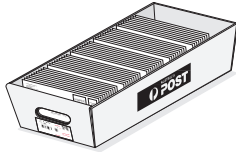
The process for preparing and sorting Direct trays, Residue trays and Unbarcoded trays is as follows:

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

## Size category

## Tray use

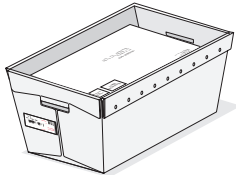
### Small, Small Plus



In small letter trays, with the addresses facing the front (label end) of the tray.

The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).

### Medium, Large



In large letter trays, with the addresses face up and with the postage zone imprint at the label end of the tray.

To facilitate ease of handling we recommend that large letter trays should not be filled above the handle holes.

The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).

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

### 3.5.1 State separation of Residue trays and Unbarcoded trays

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

#### For volumes of:

#### Then:

Less than 2,000 articles

Affix tray labels for the state where the lodgement is occurring

2,000 or more articles

Separation of articles by state is required, as follows:

- place articles into separate trays for each state – NSW, ACT, VIC, QLD, SA, WA, TAS and NT as defined in the Barcode Sort Plan
- affix tray labels for the state of the destination.

## 3.6 Completing tray labels

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

### 3.6.1 Preprinted tray labels

Australia Post provides preprinted tray labels at no cost.

Order or obtain these labels from your local lodgement facility. Order forms may also be printed or downloaded from the Australia Post website [auspost.com.au/traylabels](http://auspost.com.au/traylabels).

The process for completing preprinted tray labels is as follows:

- 1 Write name and address (or name and telephone including area code) of the mailer in the Sender space.
- 2 Write your Job Number in the Job No. space (this number is optional, and is created by and relevant to you and should match with lodgement documentation).
- 3 For Surface Mail articles only:
  - place a tick in the Surface Mail space
  - write the lodgement date in the Date space.

#### ▼ Direct tray label

**Sydney West LF  
BSP 005**

Date: 18/7/2011  
Surface:   
SYD  
Sydney

Sender: Ajax Mail NSW (02) 9333 8888

Job Nr: NAB 189

Small Tray Barcoded  
8838007 JUL 2011

9113 06005023 883800707100

#### ▼ Residue tray label

**Victoria  
BSP Residue**

Date: 18/7/2011  
Surface:   
MEL  
Melbourne

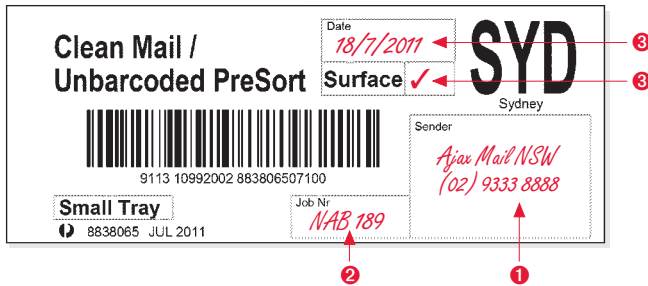
Sender: Ajax Mail NSW (02) 9333 8888

Job Nr: NAB 189

Large Tray Barcoded  
8838129 JUL 2011

9113 55992003 883812907100

## ▼ Unbarcoded tray label



### 3.6.2 Labelling software

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

These labels must conform to specifications, which are subject to periodic review. Specifications may be obtained by contacting the Technical Support Centre on 03 9106 8098 or by downloading documentation from the Australia Post website [auspost.com.au/traylabels](http://auspost.com.au/traylabels). Third party software must be approved by Australia Post prior to use.

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

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

## ▼ Example VISA Direct tray label



### 3.6.3 How to affix tray labels to letter trays

Label pockets are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

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



### 3.7 Preparing a small volume lodgement

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

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

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

## 3.8 Lodgement of articles

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

### 3.8.1 Lodgement documents

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

#### Non-metered articles

*PreSort Letters lodgement document*  
(8835114)

The form is titled "PreSort Letters lodgement document" and includes the Australia Post logo. It contains several sections for data entry:
 

- Postage:** Includes checkboxes for "Prepaid" and "Postage to be paid by addressee", and a section for "Postage to be paid by addressee" with checkboxes for "Postage to be paid by addressee" and "Postage to be paid by addressee".
- Shipping agent's details (if applicable):** Fields for name, address, and contact information.
- Customer's details:** Fields for name, address, and contact information.
- Articles:** A table with columns for "Number of articles", "Weight (kg)", and "Number of boxes".
- Declaration:** A section for the customer to sign and date, certifying that the information provided is true and correct.
- Postage meter details:** Fields for "Postage meter number" and "Postage meter type".
- Other details:** Fields for "Postage meter number" and "Postage meter type".

#### Metered articles

*Meter lodgement document*  
(8838236)

The form is titled "Meter lodgement document" and includes the Australia Post logo. It contains several sections for data entry:
 

- Private online:** Fields for "Private online" and "Private online".
- Customer's details:** Fields for name, address, and contact information.
- Articles:** A table with columns for "Number of articles", "Weight (kg)", and "Number of boxes".
- Postage meter details:** Fields for "Postage meter number" and "Postage meter type".
- Declaration:** A section for the customer to sign and date, certifying that the information provided is true and correct.
- Postage meter details:** Fields for "Postage meter number" and "Postage meter type".
- Other details:** Fields for "Postage meter number" and "Postage meter type".

A lodgement document is to be completed for each lodgement in the same price and weight category.

### AMAS Declaration

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

## 3.8.2 AMAS Address Matching Processing Summary Report

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

AMAS software details	Database/list owner's details
Company name:	List processor's name: <b>1</b>
Software name and version:	Date list processed:
Date software certified:	Processed against PAF version number:
	Name of address list:
<b>Processing results</b>	
Records matched and DPID appended:	
Records amended and DPID appended:	
Records not matched – no DPIDs:	
Total records:	
<b>Signature of compliance</b>	
<i>I certify that this information is true and accurate -</i>	
Name of list manager/owner:	
Signature of list manager/owner:	
Address:	
Phone number:	
Date:	

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

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

## 3.8.3 Supporting document

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

A sample supporting document can be downloaded from [auspost.com.au/presort](http://auspost.com.au/presort) and the minimum description requirements are provided in the following table.

Sort category	List the number of articles and trays
Direct trays	<ol style="list-style-type: none"> <li>1 for each Sort Plan Number</li> <li>2 for each state and territory</li> <li>3 the total for Direct trays</li> </ol>
Residue trays	<ol style="list-style-type: none"> <li>4 for each state and territory</li> <li>5 the total for Residue trays</li> </ol>
Unbarcoded trays	<ol style="list-style-type: none"> <li>6 for each state and territory</li> <li>7 the total for Unbarcoded trays</li> </ol>

### ▼ Example PreSort Letters Supporting Document

PreSort Letters supporting document	Date: 20/1/2010		
Customer: ABC Company	Job no.: 26154		
STATE: NEW SOUTH WALES			
Direct tray	Sort plan no.	Volume	Trays
	003	1955	9
	004	908	3
	005	1203	7
	006	1505	7
Direct tray subtotal		5571	26
Residue tray		656	3
Unbarcoded tray		875	3
TOTAL: NEW SOUTH WALES		7102	32
Lodgement summary			Trays
Direct tray		10012	45
Residue tray		1153	5
Unbarcoded tray		1120	4

### 3.8.4 Where to lodge

Articles must be presented during business hours at an approved lodgement facility, or designated interconnect facility in the case of articles transported interstate by carriers other than Australia Post. See section 3.8.6 Interconnect option.

To change your approved lodgement facility, complete and submit a *PreSort Letter Service Application* (8535117).

### 3.8.5 Advance notification of large lodgements

Due to limited spare capacity at some lodgement facilities you are requested to provide advance notice to the Officer-In-Charge of the facility for lodgements over 50,000 articles, no later than Friday of the week prior to lodgement.

If you make regular lodgements at the same facility you can request a standing lodgement arrangement and avoid the need for notification.

### 3.8.6 Interconnect option

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

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

Supporting lodgement documentation is required at the time of mailing.

#### Designated interconnect facilities

##### NEW SOUTH WALES

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

## AUSTRALIAN CAPITAL TERRITORY

Canberra Mail Centre  
8 Nyrang Street  
FYSHWICK ACT 2609

## VICTORIA

Dandenong Letters Centre  
120 Nathan Road  
DANDENONG SOUTH VIC 3175

Geelong Mail Centre  
328–330 Melbourne Road  
GEELONG NORTH VIC 3220

Ballarat Mail Centre  
13 Coronet Street  
WENDOUREE VIC 3355

Bendigo Mail Centre  
14–16 Deborah Street  
GOLDEN SQUARE VIC 3555

Seymour Mail Centre  
83 Redbank Road  
SEYMOUR VIC 3660

Gippsland Mail Centre  
8–20 Bridle Road  
MORWELL VIC 3840

## QUEENSLAND

Underwood Mail Centre Region  
1677 Beenleigh Road  
UNDERWOOD QLD 4119

Northgate Mail Centre Region  
129 Toombul Road  
NORTHGATE QLD 4013

Gold Coast Region  
26 Crombie Avenue  
BUNDALL QLD 4217

Toowoomba Region  
330 Stenner Street  
TOOWOOMBA QLD 4350

Cairns Region  
171/185 McCoombe Street  
BUNGALOW QLD 4870

Townsville Region  
38 Morris Street West End  
TOWNSVILLE QLD 4810

Mackay Region  
344 Bridge Road  
MACKAY QLD 4740

Rockhampton Region  
40 Elphinstone Street  
NORTH ROCKHAMPTON  
QLD 4702

Sunshine Coast Region  
30–46 Perwillowen Street  
NAMBOUR QLD 4560

## SOUTH AUSTRALIA

Adelaide Mail Centre  
272 Gouger Street  
ADELAIDE SA 5000

## WESTERN AUSTRALIA

Perth Business Centre  
125 Stirling Street  
PERTH WA 6000

## TASMANIA

Hobart City  
57 Mornington Road  
MORNINGTON TAS 7018

Launceston Mail Centre  
244 Hobart Road  
YOUNGTOWN TAS 7249

## NORTHERN TERRITORY

Darwin Mail Centre  
354 Stuart Highway  
WINNELLIE NT 0820



## 3.8.8 Use of pallets

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

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

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

## 3.9 Summary checklist

### Lodgement of PreSort Letters articles involves:

- Applying to use the service.
- Choosing sort categories.
- Preparing the letter trays by placing the articles correctly in each tray.
- Completing and affixing tray labels correctly.
- Completion of a lodgement document.
- Completion of a *Supporting Document*, if required.
- Completing and affixing Mail Identification Labels to ULDs.
- Lodgement of articles at an approved lodgement facility.



## 4 CHARITY MAIL

### 4.1 What is Charity Mail?

Charity Mail is an Australia Post service for the delivery of *barcoded small PreSort Letters articles* from income tax exempt charities. **All mailings must meet the conditions of PreSort Letters to access Charity Mail rates.**



### 4.2 Why use Charity Mail?

With Charity Mail, you can:

- access lower prices for mailings of barcoded small articles provided they are from income tax exempt charities
- access Surface Mail (formerly Off Peak) delivery, based on surface / road transport, providing delivery within a two day window
- use the Registered Post service in conjunction with the Charity Mail service.

### 4.3 What qualifies for Charity Mail?

To be eligible for Charity Mail:

- organisations must be endorsed by the Australian Taxation Office as an Income Tax Exempt Charity (ITEC)
- you need to meet Australia Post's PreSort Letters requirements
- the minimum quantity is 300 barcoded articles per lodgement
- each lodgement must consist of Small articles with the same delivery standard.

## 4.3.1 Examples of eligible mailings

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

## 4.3.2 Examples of ineligible mailings

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

### 4.4 How to apply

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

An *Application for Charity Mail Service* form must be completed which is available at the Australia Post website [auspost.com.au/charitymail](https://auspost.com.au/charitymail) and also available from any Australia Post outlet.

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

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

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

#### 4.4.1 Period of approval

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

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

#### 4.4.2 Charity Mail Approval Number

To access Charity Mail prices, an inscription (CM) followed by the eight digit approval number must appear on each article, eg “CM 12345678” – see section 4.5.2.

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

## 4.5 Preparation basics

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

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

### 4.5.1 Article size, weight and type requirements

Charity Mail is only available for the *Small* size category.

Articles can weigh up to 125 grams.

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

	Small
Maximum weight	125g
Minimum size	88 x 138mm
Maximum size	130 x 240mm
Maximum thickness	5mm
Shape	Oblong <sup>†</sup>
Common examples	DL (110 x 220mm), C6 (114 x 162mm)

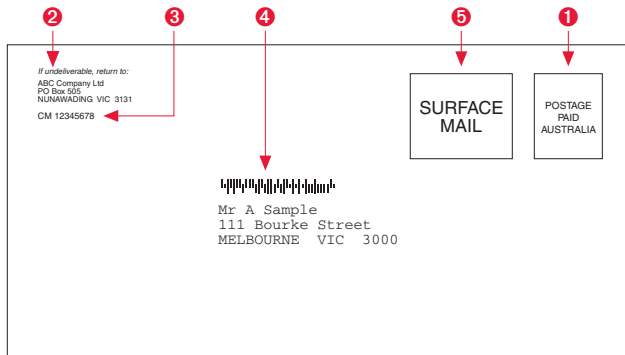
<sup>†</sup> Oblong: deviating from a square by being elongated in one direction. It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

## 4.5.2 Correct addressing requirements and barcoding

You need to pay particular attention to addressing and barcoding. Detailed information on printing the 4-state barcodes can be found in section 5 Barcoding print specifications.

Articles need the addressed side to be printed with:

- 1 the Postage Paid Imprint (unless a postage meter is used)
- 2 the return address, preferred here or on the back
- 3 the CM inscription/number. The inscription may be preprinted on the article (front or back of the article is acceptable), or printed above the address block. The inscription must be clearly visible when the articles are presented for lodgement.
- 4 an AMAS certified barcode where assigned, and a delivery address that observes the correct addressing conditions (as detailed in section 2 PreSort Letters preparation)
- 5 the Surface Mail (formerly Off Peak) Indicator (if the Surface Mail delivery service is selected).



## 4.6 Lodgement basics

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

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

- space to record the eight digit Charity Mail approval number
- a declaration acknowledging compliance to the conditions applicable to the service.

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

## 4.7 Delivery standards

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

The delivery standard for regular mail applies, and Charity Mail also offers the alternative of Surface Mail delivery, based on surface / road transport and providing delivery within a two day window. See section 1.7 for more information.

## 4.8 What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any Australia Post retail outlet, or downloaded from [auspost.com.au](http://auspost.com.au)

Charity Mail prices are applicable only for Small articles.

The prices for Charity Mail articles vary by sort category, the destination state and the delivery standard.

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

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

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

## 4.9 Other considerations

### How can I be sure an article is acceptable?

If you are concerned that your articles may not satisfy all service requirements you can request a preliminary test prior to lodgement:

Requests for testing should be directed to either your Australia Post account manager, to **BQPHelp@auspost.com.au** or to:

Australia Post  
Business Letter Services  
GPO Box 1777  
MELBOURNE VIC 3001



## 4.10 Summary checklist

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

- ☑ Charities must have Income Tax Exempt Charity (ITEC) approval from the Australian Tax Office.
- ☑ Charities must apply to Australia Post for an eight digit Charity Mail (CM) number, which must be printed on articles.
- ☑ There must be at least 300 barcoded articles.
- ☑ Available for *Small* size category articles only.
- ☑ Articles can be either envelopes or postcards. Plastic wrapped articles are also accepted provided they are in Direct trays.
- ☑ All conditions of PreSort Letters apply – correct addressing conditions may apply.
- ☑ Charity Mail can be lodged on the charity's own Australia Post Business Credit Account, or one belonging to their mailing agent or agency.
- ☑ Prices can be located in the *Post charges* booklet (8833665).

## 5.1 The Postal Address File (PAF)

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

The PAF is released each quarter to approved AMAS software suppliers in accordance with the following release schedule.

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

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

### 5.1.1 PAF Incremental Changes File

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

The PAF ICF is readily available through AMAS Vendors.

#### Record Action Codes

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

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

The address component indicators signify which address components have changed.

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

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

### DPID validation with the PAF Incremental Changes File

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

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

- 1 Any DPIDs contained within the PAF ICF that are also stored within a customer's database must be removed from that database.
- 2 Those address records that have had their associated DPID removed may then be rematched against the latest PAF using AMAS approved address matching software.

### Availability of the PAF ICF

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

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

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

## PAF address amendments

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

## Matching below a DPID




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

## 5.2 Printing the barcode

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

### 5.2.1 Barcode length

When printed, each 4-state barcode has a minimum and maximum size it must comply with to ensure efficient reading of the barcode and processing of the article, as outlined below.

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



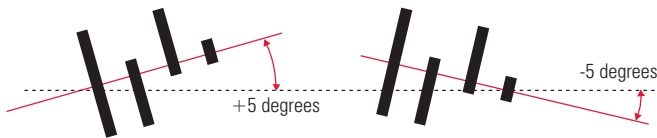
## 5.2.3 Barcode skew

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

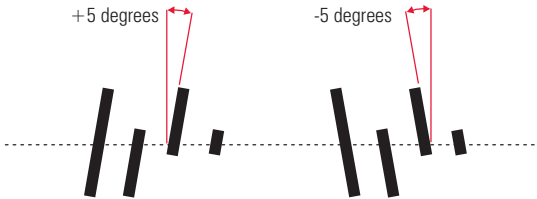
A certain amount of skew (called “tolerance”) is allowed provided it is less than  $\pm 5$  degrees, as the sorting equipment is still able to read slightly skewed barcodes without causing any processing issues.

There are two types of skew:

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



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



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

### 5.2.4 Reflectance

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

- the printed barcode
- the space around the barcode
- the window material through which barcodes are scanned.

#### Spectral range

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

- maximum bar reflectance (Rb) is 25 per cent
- minimum space reflectance (Rs) is 50 per cent

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

$$\text{MRD} = R_s - R_b > 50 \text{ per cent}$$

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

$$\text{PCS} = \frac{R_s - R_b}{R_s} > 0.75$$

#### Opacity of the substrate

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

### 5.2.5 Barcode Quality Program

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



### 1 Introduction

- 1.1 These special service terms and conditions are supplementary to the *Australia Post Terms and Conditions*<sup>1</sup> and to the extent that any aspect of this special service is not expressly included herein, the *Australia Post Terms and Conditions* apply.
- 1.2 These special service terms and conditions apply when:
  - 1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;
  - 1.2.2 Australia Post accepts that application; and
  - 1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

### 2 Interpretation

- 2.1 Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in the *Australian Postal Corporation Act 1989* and in the *Australia Post Terms and Conditions* provided, however, that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.
- 2.2 In these terms and conditions unless the contrary intention appears:
  - 2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;
  - 2.2.2 words importing a gender include any other gender; and
  - 2.2.3 words in the singular number include the plural and words in the plural number include the singular.
- 2.3 “**Agreement**” means an agreement between Australia Post and a customer pursuant to clause 1.2.
- 2.4 “**Customer**” means a person who from time to time is approved by Australia Post as a customer of the service and any permitted transferee in respect thereof;
- 2.5 “**Insolvency Event**” means for any corporation, the liquidation, administration, official management, compromise, arrangement, amalgamation, reconstruction, winding up or dissolution or analogous occurrence of that corporation, and for a natural person means an assignment for the benefit of creditors, an arrangement or composition with creditors, bankruptcy, incapacity to deal with one’s affairs, gaoling, death or analogous occurrence;
- 2.6 “**Letters**” means large, medium and small letters as defined in the *PreSort Service Guide* 8833700;
- 2.7 “**Mailing Conditions**” means the conditions set out in the *PreSort Service Guide* 8833700 or equivalent publication published by Australia Post from time to time;
- 2.8 “**Service**” means the PreSort Letter Service which is a special service available to customers who lodge 300 or more letters in accordance with the mailing conditions and providing the customer with reduced postage rates.

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<sup>1</sup> The Australia Post Terms and Conditions are available for perusal at Australia Post retail outlets and on Australia Post’s website at [auspost.com.au](http://auspost.com.au)

### **3 Rates and Charges**

- 3.1 The customer shall pay to Australia Post the postal charges for the provision of the service as determined by Australia Post.
- 3.2 The charges referred to in clause 3.1 shall be payable in cash at the time of lodgment of the letters or, where the customer has entered into an agreement with Australia Post for a charge account, charged to that charge account.
- 3.3 Notwithstanding any termination of this agreement, a person shall remain liable to pay to Australia Post any charges, fees or postage due for articles carried pursuant to these terms and conditions.

### **4 Customers Warranty**

- 4.1 The customer warrants and agrees that:
  - 4.1.1 it has obtained the approval of Australia Post to use the service at the approved lodgment point/s; and
  - 4.1.2 all letters comply with the requirements set out in the Mailing Conditions current as at the date of lodgment of such letters.
- 4.2 The customer shall indemnify Australia Post against any loss or damage arising from a breach of any of the warranties in clause 4.1.

### **5 Discretionary Carriage and Lodgment**

- 5.1 Australia Post may, in its sole and absolute discretion:
  - 5.1.1 refuse to carry; or
  - 5.1.2 charge the customer postage at ordinary post rates in respect of letters lodged contrary to clause 4.1.
- 5.2 Australia Post may, in its sole and absolute discretion, direct a customer to lodge letters at any Australia Post lodgment facility.

### **6 No Other Service**

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

### **7 Assignment**

- 7.1 This agreement shall not be transferred without the prior written consent of Australia Post. Any purported transfer without such consent shall be void and of no effect.
- 7.2 Where the customer, being a partnership, is reconstituted by the retirement or addition of partners, the reconstituted partnership is deemed to be the customer.

### **8 Limitation of Liability Release and Indemnity**

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

- 8.2 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or implied, in respect of the service and the carriage of letters pursuant to this agreement. Where the law precludes such exclusion and implies certain conditions and warranties into this agreement, the liability of Australia Post for breach of such condition or warranty shall be limited, at the option of Australia Post, to any one or more of the following:
- 8.2.1 supplying the service again; or
  - 8.2.2 payment of the cost of having the service supplied again.
- 8.3 The customer shall liaise and indemnify Australia Post against any loss or damage whatsoever which Australia Post may suffer as a result of any action, proceeding, claim, demand or prosecution arising from the provision of the service, or any other matter or thing arising as a result of this agreement, including loss or damage arising from the negligent acts or omissions of Australia Post, pursuant to this agreement.

## **9 Force Majeure**

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

## **10 Merger**

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

## **11 Termination**

- 11.1 Australia Post may, in its sole and absolute discretion, terminate this agreement and/or any approval granted to a customer to use the service, effective immediately, on written notice to the customer where:
- 11.1.1 the customer breaches or otherwise acts in a manner contrary to the Act, Regulations, Australia Post Terms and Conditions, Mailing Conditions or other written instructions published by Australia Post;
  - 11.1.2 the customer fails, refuses, neglects or otherwise omits to properly discharge and perform any of its obligations under this agreement;
  - 11.1.3 the customer fails, refuses, neglects or otherwise omits to remedy any breach of this agreement as and when required to do so by Australia Post; or
  - 11.1.4 an insolvency event occurs in relation to the customer.
- 11.2 Australia Post may, without cause, in its sole and absolute discretion, terminate this agreement and/or any approval granted to a customer to use the service on fourteen days written notice to the customer.

### **12 Variation**

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

### **13 Notice**

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

### **14 Conditions of Carriage**

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

### **15 Law**

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

### **16 Whole agreement**

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



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

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

Approved by Manager Letters Portfolio - Postal Services.

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