



Unaddressed Mail service guide

April 2011

CONTACTS FOR UNADDRESSED MAIL ENQUIRIES

Australia Post

Website
auspost.com.au/unaddressedmail

Phone 1300 223 571

Fax 1300 797 855

Email ums@auspost.com.au

Address

Australia Post
Unaddressed Mail service team
Centralised Services
GPO Box 9911
IN YOUR CAPITAL CITY

Australia Post account executive:

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

Australia Post lodgement office:

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

Australia Post Business Credit
Account:

.....

Mailing house

Name:.....

Address:.....

.....

.....

Contact:.....

Contact phone (direct):.....

Contact email:
.....

.....

Business phone:.....

Fax:.....

Business email:
.....

.....

Website:
.....

.....

.....



- Do you wish to communicate with prospective customers?*
- Do you want to target business or private addresses, or both?*
- Do you want to build your database or increase store traffic?*
- Do you want a low cost method to target your market?*

Then **Unaddressed Mail** may be for you!

BULK MAIL SERVICES COMPARED

Unaddressed Mail



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

	Small	Large
	50 100	50 100 250

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



* Conditions apply

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

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

Off Peak: 4-7 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

1-7 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

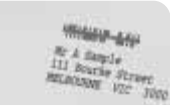
300 barcoded articles

Regular: 1-4 days
Off Peak: 4-7 days

Yes
Apply for a Charity Mail Approval Number



PreSort Letters



Deliver machine-addressed articles which are barcoded and sorted

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

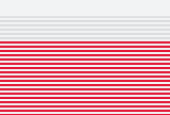
Yes
On at least 300 articles

Yes.
Trays for each sort plan number

300 barcoded articles

Regular: 1–4 days
Off Peak: 4–7 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

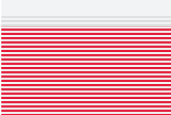
No

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

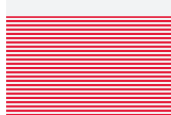
No

No

No minimum

1–4 days

No



Reply Paid



Make it easy for your customers to respond

Small	Large
250	125 250 500

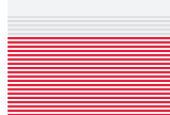
Yes
(Preprinted)

No

No minimum

1–4 days

Yes
Apply for a Reply Paid Number



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

All rights reserved.

CONTENTS

	Contacts for Unaddressed Mail enquiries	front
	Bulk mail services compared	2
	What's in the guide?	6
1	Unaddressed Mail basics	7
1.1	What is Unaddressed Mail?	7
1.2	Why use Unaddressed Mail?	7
1.3	What qualifies for Unaddressed Mail?	8
1.4	How to apply	8
	Registration; Booking your delivery	
1.5	Preparation basics	9
	Article size, weight and type requirements; Correct addressing requirements	
1.6	Lodgement basics	10
	Sort requirements; Lodgement	
1.7	Delivery point databases	12
	Shortages and surpluses; Australia Post delivery policy	
1.8	Delivery standards	13
1.9	What will it cost?	14
	Conditions for same state prices; Regular service; Select service; Contract pricing; Payment	
1.10	Other considerations	15
1.11	Summary checklist	16
2	Unaddressed Mail preparation	17
2.1	Preparation overview	17
2.2	Article characteristics	18
	Article size, weight and shape; Article type; Paper stock	
2.3	Correct addressing conditions	20
2.4	Booking requirements	21
	Role of Unaddressed Mail service team; Registration; Booking your delivery; Detailing your requirements; Scheduling your booking; December deliveries	
2.5	Confirming your booking	30
	Booking confirmation pack; Cancellation or variation of booking	
2.6	Summary checklist	32

3	Unaddressed Mail lodgement	33
3.1	Lodgement overview	33
3.2	Sorting articles	34
3.3	Preparation of letter trays	35
	Bundling; Letter trays	
3.4	Tray labels	36
	Label information; Labelling software;	
	How to affix tray labels to letter trays and bundles	
3.5	Lodgement of articles	39
	Lodgement documents; Confirming your lodgement office;	
	Lodging on the nominated date; Late lodgement or failure to lodge;	
	Lodgement in ULDs; Use of pallets	
3.6	Summary checklist	41
4	Large volume lodgements	42
4.1	Large volume lodgements overview	42
4.2	ULD sorting	43
4.3	Arranging articles into ULDs	44
	Brick stacking; Separation of layers	
4.4	Unaddressed Mail ULD labels	45
5	Unaddressed Mail service Terms and Conditions	47

WHAT'S IN THE GUIDE?

This guide is written to provide ease of reference within three simple sections: Unaddressed Mail basics; Unaddressed Mail preparation and Unaddressed Mail lodgement.

In addition, there is a specialised section for large volume lodgements.

Section 1 – Unaddressed Mail 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 Unaddressed Mail preparation and Unaddressed Mail lodgement.

Section 2 – Unaddressed Mail preparation

This section provides the detail required to prepare articles ready for lodgement. It covers areas such as size and weight, article shape and type, through to campaign planning, registration, booking requirements and distribution. This section equips you with all you need to know in order to correctly prepare your Unaddressed Mail articles.

Section 3 – Unaddressed Mail lodgement

This section provides the detail required to lodge articles. It covers areas such as sorting articles, preparing letter trays 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 Unaddressed Mail articles.

Section 4 – Large volume lodgements

This section provides detailed information about large volume lodgements, including ULD sorting, brick stacking and ULD labels.

1 UNADDRESSED MAIL BASICS

1.1 What is Unaddressed Mail?

Unaddressed Mail is an Australia Post service for the delivery of mail which does not include a delivery address. Unaddressed Mail can be enveloped, wrapped or unwrapped. Businesses can design and produce Unaddressed Mail articles for delivery to geographic areas, targeting business addresses, private addresses or both. They can use the service to contact prospective customers without needing to have a name and address on the article.

1.2 Why use Unaddressed Mail?

With Unaddressed Mail, you can:

- target either businesses or private addresses with advertising material
- maximise the space available for creative artwork
- start building a customer database as a first step in creating direct mail
- acquire new customers or build store traffic
- communicate to prospective customers without having to acquire their name and address
- target a specific geographical area at a low cost.



The Unaddressed Mail service can deliver to all private and/or business delivery points in Australia that do not bear the message “No Unaddressed Advertising Material” or similar words, with the exception of Community notices lodged under the authority of:

- Local, state or federal governments or their agencies¹
- political organisations¹
- religious institutions
- educational institutions
- charitable bodies, including benevolent and welfare societies.

¹ Political organisations are encouraged to contact the Unaddressed Mail service team, or their Australia Post account manager to arrange lodgements.

1.3 What qualifies for Unaddressed Mail?

To qualify, the article must not contain the name and address of the recipient, and the minimum quantity is to one suburb, town, postcode, delivery address type (eg post office boxes) or postal round. Specific criteria apply – see section 2.4.4.

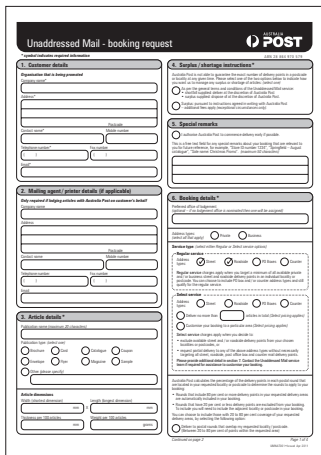
1.4 How to apply

1.4.1 Registration

You need to register to use this service. Registration is a one-off process and can be completed online at Australia Post's website or by contacting the Unaddressed Mail service team (contact details at the front of this guide).

1.4.2 Booking your delivery

You need to book your delivery in advance using an *Unaddressed Mail booking request* form, available online at Australia Post's website.



The image shows a form titled "Unaddressed Mail - booking request" with the Australia Post logo. The form is divided into several sections:

- 1. Customer details:** Includes fields for name, address, suburb, town, postcode, and contact information.
- 2. Mailing agent / printer details (if applicable):** Includes fields for name, address, suburb, town, postcode, and contact information.
- 3. Article details:** Includes checkboxes for "Registered" and "Unregistered" mail, and a section for "Article description" with a "Quantity" field.
- 4. Sample / charge instructions:** Includes checkboxes for "Sample" and "Charge" instructions.
- 5. Special requests:** Includes a section for "Special requests" with a "Comments" field.
- 6. Booking details:** Includes a "Delivery date" field and a "Delivery time" field.
- 7. Payment details:** Includes a "Payment method" field and a "Payment details" section.

If you are a regular user of the service you may prefer to book online. Talk to the Unaddressed Mail service team about your options.

Place your booking a maximum of three months prior or minimum of three weeks in advance. Your articles will need to be lodged a week prior to delivery.

▶ See section 2.4

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 Unaddressed Mail preparation section.

1.5.1 Article size, weight and type requirements

Unaddressed Mail is available for *Small* and *Large* size categories.

Articles can weigh up to 250 grams.

Articles can be envelopes or postcards, brochures, wrapped articles, folded or unwrapped articles, or even product samples.

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

	Small	Large
Maximum weight	50g or 100g	50g, 100g or 250g
Minimum size	88 x 138mm	—
Maximum size	130 x 240mm	260 x 360mm
Maximum thickness	5mm	20mm
Shape	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)

Irregular shapes (eg square, circle or die-cut) can be accepted with prior approval. All variations to size, weight or type requirements should be submitted for approval. See section 1.10.

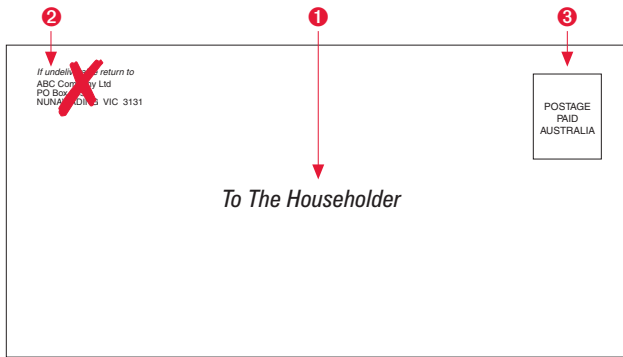
The envelope or article can include advertising or a marketing message.

▶ See section 2.2

1.5.2 Correct addressing requirements

When designing your article, please observe the following:

- 1 optionally, include a salutation like “To The Householder” or similar words on the article
- 2 do not include a return address for unclaimed articles because Unaddressed Mail does not include a return-to-sender service
- 3 there is no requirement to print a “Postage Paid” imprint on the article, though you may do so if you wish.



▶ See section 2.3

1.6 Lodgement basics

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

1.6.1 Sort requirements

You need to sort Unaddressed Mail articles to delivery offices, according to the documentation provided by Australia Post in your booking confirmation pack, which includes you:

- booking confirmation advice
- mail preparation advice
- label files for bundles and trays
- lodgement document.

1.7 Delivery point databases

Australia Post maintains two national databases on the number of delivery points. They are classified into the following two categories:

Database	Delivery to:	Used by:
Advertising delivery point database	All delivery points that do not bear the message “No Unaddressed Advertising Material” or similar words	<ul style="list-style-type: none">• Most customers
Total delivery point database	All delivery points ¹	<ul style="list-style-type: none">• Local, state or federal governments or their agencies²• political organisations²• religious institutions• educational institutions• charitable bodies, including benevolent and welfare societies. <p><i>The article must be a community notice¹</i></p>

Australia Post conducts fortnightly reviews of the number of delivery points. You should be aware that the number of delivery points change over time for a number of reasons, including:

- placement of “No Unaddressed Advertising Material” messages on delivery points
- natural growth and attrition as areas or towns expand or contract
- hiring or cancellation of post office boxes.



¹ In Victoria due to Environment Protection Bill: If a community notice from religious, educational, charitable bodies, benevolent and welfare societies advertises goods or services, regardless of whether the sale is for a charitable purpose, it will be treated as normal Unaddressed Mail and delivered to all delivery points other than those bearing a “No Unaddressed Advertising Material” message or similar.

² Political organisations are encouraged to contact the Unaddressed Mail service team, or their Australia Post account manager to arrange lodgements.

1.7.1 Shortages and surpluses

Australia Post is not able to guarantee the exact number of delivery points by locality or postcode at any given time. It is therefore necessary to have processes in place to manage any surplus or shortage of articles received for delivery.

The policy is:

- Where the number of articles lodged for points in an area *equals* the number of actual delivery points, one article shall be delivered to each point.
- Where the number of articles lodged is *less than* the number of actual points, Australia Post shall select the points to be serviced and deliver one article to each point selected.
- Where the number of articles lodged *exceeds* the number of actual points, the surplus shall be disposed of in any manner as Australia Post in its absolute discretion decides.

Should you require surplus articles returned, tick this option on the Unaddressed Mail booking request form. Conditions apply and a charge will be raised. Please discuss this option with the Unaddressed Mail service team before submitting your booking.

1.7.2 Australia Post delivery policy

Australia Post services are regulated by the Australia Post Terms and Conditions, which are made pursuant to Section 32 (1) (b) of the Australian Postal Corporation Act 1989. The terms and conditions expressly limit Australia Post's liability for any claimed loss or damage associated with misdelivery, delayed delivery, early delivery or failure to deliver, or any other loss or damage of any kind associated with its services.

Whilst every possible effort is made to ensure the accuracy of information, Australia Post cannot guarantee the complete accuracy of the data provided. Ongoing demographic changes, private and commercial building growth, and associated postal round changes make it difficult to guarantee absolute accuracy at any point in time.

1.8 Delivery standards

Unaddressed Mail is delivered between Monday and Friday of the nominated delivery week.

Within this period, the actual day(s) of delivery are at the discretion of Australia Post.

All deliveries will be concluded by the Friday of the nominated delivery week.

1.9 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

The prices for Unaddressed Mail articles vary by size and weight category, and the chosen service option.

You can request a quote for a particular booking from the Unaddressed Mail service team (contact details at the front of this guide).

1.9.1 Conditions for same state prices

Articles attract same state prices when the article is lodged within the same state as the delivery (for example the articles are lodged in Queensland and delivered in Queensland).

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

1.9.2 Regular service

Regular service applies if you decide to target, as a minimum, all available private and/or all available business street and roadside delivery points in an individual locality or postcode. Where street or roadside delivery points are unavailable in a particular locality or postcode, regular pricing will apply.

You can choose to include post office box and counter mail delivery address types and still qualify for the regular service.

1.9.3 Select service

Select service applies if you decide to:

- exclude available street and/or roadside delivery points from your chosen localities or postcodes, or
- request partial delivery to any of the following address types without necessarily targeting all of these delivery points by choosing "Custom Select" or "Deliver no more than" (see section 2.4.4):
 - street mail
 - roadside mail
 - post office boxes
 - counter mail.

The select service has a higher price per article, which reflects the higher delivery costs incurred by Australia Post.

1.9.4 Contract pricing

Contracts may be available if you post more than 250,000 articles per annum. Contracts allow approved variations to the requirements listed in this guide. Please contact your account manager or the Unaddressed Mail service team for more details.

1.9.5 Payment

The mailing must be paid for at the time of lodgement.

Australia Post provides a variety of payment options. For details, please discuss with your lodgement office, your account manager or the Unaddressed Mail service team.

If using an Australia Post Business Credit Account you will need to lodge your articles at the office at which you hold the account. Otherwise you will need to arrange with your account manager or Australia Post credit management for your account to be made available at the selected lodgement office.

1.10 Other considerations

How can I be sure an article is acceptable?

Australia Post staff inspect each lodgement to ensure that it satisfies all service requirements.

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

BQPHelp@auspost.com.au

Australia Post
Business Letter Services
GPO Box 1777
MELBOURNE VIC 3001



Australia Post may require a sample before distribution is approved, and may refuse to accept articles that do not satisfy the previously detailed conditions including:

- size, weight and type requirements, and
- correct addressing requirements.

Where product samples are being considered as part of the article, *examples must be discussed with Australia Post* and samples may be required before approval.

Australia Post reserves the right to reject articles that contain anything which is defamatory or offensive.

1.11 Summary checklist

The key points covered in this section include:

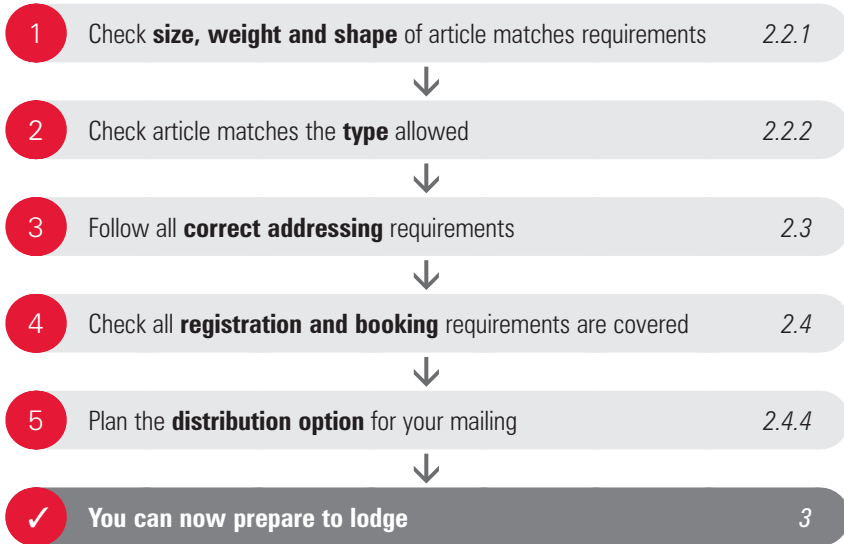
- ✓ A one-off registration must be completed.
- ✓ An *Unaddressed Mail booking request* form needs to be submitted.
- ✓ Unaddressed Mail needs to be booked with Australia Post a minimum of two weeks in advance.
- ✓ Articles can usually be delivered to all delivery points except those that bear “No Unaddressed Advertising Material” or similar words. Different arrangements exist for community notices.
- ✓ Unaddressed Mail is available for *Small* and *Large* size category articles.
- ✓ Articles can be either envelopes, postcards, brochures, and wrapped or unwrapped articles.
- ✓ It is recommended to include a salutation such as “To The Householder” but do not include a return address on the article.
- ✓ Articles are lodged bundled, usually into lots of 50 or 100 with two bands, sorted into postcode ranges and placed in letter trays for lodgement.
- ✓ Prices can be located in the *Post charges* booklet (8833665) and the Australia Post website auspost.com.au.
- ✓ You can choose Regular or Select options.
- ✓ Articles need to be lodged on the date specified on the booking confirmation advice.

2 UNADDRESSED MAIL 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 Unaddressed Mail. Each requirement is covered in detail throughout this section.



2.2 Article characteristics

2.2.1 Article size, weight and shape

The size categories eligible for the Unaddressed Mail service are *Small* and *Large*. All articles in a lodgement must be within the same size and weight category.

	Small	Large
Maximum weight	50g or 100g	50g, 100g or 250g
Minimum size	88 x 138mm	—
Maximum size	130 x 240mm	260 x 360mm
Maximum thickness	5mm	20mm
Shape	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)

Irregular shapes (eg square, circle or die-cut) can be accepted with prior approval. All variations to size, weight or type requirements should be submitted for approval. See section 1.10.

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



2.2.2 Article type

If product samples are to be included, you must provide a sample to the Unaddressed Mail service team before the distribution is approved.

Enveloped, wrapped, unwrapped

Unaddressed Mail articles can be envelopes, postcards or brochures, wrapped, unwrapped or folded, or even product samples.

Single sheet articles

It is preferred that unenveloped and unwrapped articles that are on a single sheet of paper are folded at least once.

Please discuss with your lodgement office or the Unaddressed Mail service team for single sheet large article presentation requirements.



2.2.3 Paper stock

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

Australia Post recommends the following for Unaddressed Mail articles:

	Envelope paper stock	Card stock
Small articles	65–110gsm	140–500gsm
Large articles	65–110gsm	240–500gsm

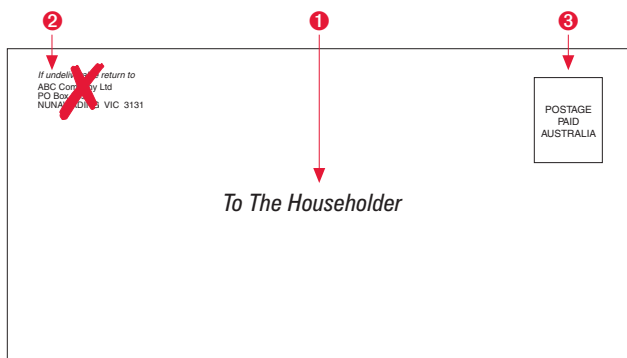
Please note that articles with a density of less than 0.5 g/cc are unsuitable for this service.

2.3 Correct addressing conditions

There is no requirement for any form of recipient name or address on Unaddressed Mail.

When designing your article, please observe the following:

- 1 you may include a salutation like “To The Householder” or similar words on the article
- 2 do not include a return address for unclaimed articles as Unaddressed Mail does not include a return-to-sender service
- 3 there is no requirement to print a “Postage Paid” imprint on the article, though you may do so if you wish.



2.4 Booking requirements

2.4.1 Role of Unaddressed Mail service team

The Unaddressed Mail service team is a crucial link in the management of the service, and fulfils the following roles:

- Direct contact between you and Australia Post
- Provides delivery point data on request and checks Australia Post network capacity
- Provides quotations
- Provides your booking confirmation advice, mail preparation advice and pre-populated lodgement documents
- Provides labels for bundles, trays and ULDs (charges apply, see section 3.4)
- Confirms to regular users of the service that online access has been granted, and supplies user details.

Refer to the front of this guide for the contact details for the Unaddressed Mail service team.

2.4.2 Registration

A one-off registration process must be completed before using the Unaddressed Mail service. This crucial step ensures that all the necessary details about your organisation, your mailing agent and your preferred lodgement office are recorded in the Unaddressed Mail online booking system. Registration can be completed at any time prior to your next booking and does not need to be repeated for subsequent bookings.

You can register online at Australia Post's website or via the Unaddressed Mail service team.

2.4.3 Booking your delivery

Unaddressed Mail booking request form

The *Unaddressed Mail booking request* form can be obtained from the Unaddressed Mail service team or online at Australia Post's website.

This form needs to be submitted to the Unaddressed Mail service team.

Failure to complete all required sections of the form may result in delays in processing the booking.

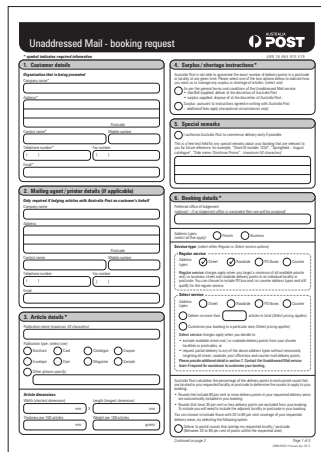
Online bookings

If you meet specific criteria at registration, the Unaddressed Mail service team will contact you to establish a profile which allows you to make bookings online.

The criteria includes:

- frequency of use
- annual volume
- whether you are a mail agent, acting on behalf of clients.

For more information please contact the Unaddressed Mail service team.



The image shows a printed form titled "Unaddressed Mail - booking request" with the Australia Post logo. The form is divided into several sections:

- 1. Customer details:** Includes fields for "Business name as registered", "ABN", "Company name", "Address", "City", "State", "Postcode", "Phone", and "Fax".
- 2. Mailing agent / printer details (if applicable):** Includes fields for "Name of mailing agent", "Address", "City", "State", "Postcode", "Phone", and "Fax".
- 3. Article details:** Includes a table for "Article description", "Quantity", "Weight", "Dimensions", and "Value". It also has a section for "Article barcode" and "Article description".
- 4. Delivery / change instructions:** Includes a section for "Delivery instructions" and "Change instructions".
- 5. Special remarks:** A section for "Special remarks".
- 6. Booking details:** Includes a section for "Booking details" and "Booking reference".



2.4.4 Detailing your requirements

If you are planning your distribution on the Unaddressed Mail booking request form, please complete the following steps. Online customers will follow similar steps in the Unaddressed Mail online booking system.

Step 1 Choose options for handling of shortages or surpluses

To permit Australia Post to manage any shortfall or surplus according to our policy described in section 1.7.1, select the first option on the Unaddressed Mail booking request form or should you require surplus articles returned, select the second option. Conditions apply and a charge will be raised. Please discuss this option with the Unaddressed Mail service team before submitting your booking.

ABN 28 864 970 579

4. Surplus / shortage instructions*

Australia Post is not able to guarantee the exact number of delivery points in a postcode or locality at any given time. Please select one of the two options below to indicate how you want us to manage any surplus or shortage of articles: *(select one)*

- As per the general terms and conditions of the Unaddressed Mail service:
 - shortfall supplied: deliver at the discretion of Australia Post
 - surplus supplied: dispose of at the discretion of Australia Post.
- Surplus: pursuant to instructions agreed in writing with Australia Post – additional fees apply *(exceptional circumstances only)*.

Step 2 Add special remarks

This is a free text field where you can record anything you like about your booking for future reference. You have 50 characters available. Special remarks are generated by you and relevant to you – for example, “Store ID number 1234”, “Springfield – August catalogue”, “Sale starts February 10”, “Sale name: Christmas Promo”.

5. Special remarks

I authorise Australia Post to commence delivery early if possible.

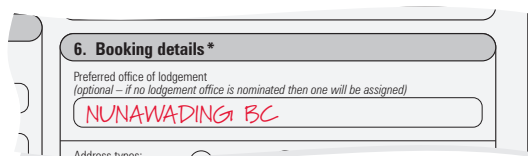
This is a free text field for any special remarks about your booking that are relevant to you for future reference, for example, “Store ID number 1234”, “Springfield – August catalogue”, “Sale name: Christmas Promo”. *(maximum 50 characters)*

Store ID: 1234

Unaddressed Mail preparation

Step 3 Confirm your lodgement office

This is the Australia Post facility where the prepared articles will be lodged for assessment and billing. If you have established more than one lodgement facility during registration, select the one applicable to this booking.



6. Booking details*

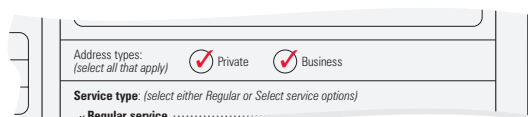
Preferred office of lodgement
(optional – if no lodgement office is nominated then one will be assigned)

NUNAWADING BC

Address type:

Step 4 Choose private or business addresses

Australia Post delivers to both private and business delivery address types. You can choose to target either one or both for your campaign.



Address types: *(select all that apply)*

Private Business

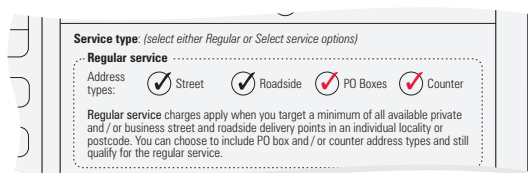
Service type: *(select either Regular or Select service options)*

Regular service

Data on the number of private and business delivery points by locality or postcode is available at Australia Post's website, or from the Unaddressed Mail service team. Online customers can access this information through the Unaddressed Mail online booking system.

Step 5 Choose service options

Regular service applies where you wish to select, as a minimum, all available private and / or all available business, street and roadside delivery points in a locality or postcode. You can choose to include post office box and counter mail delivery address types and still qualify for the Regular service.



Service type: *(select either Regular or Select service options)*

Regular service

Address types: Street Roadside PO Boxes Counter

Regular service charges apply when you target a minimum of all available private and / or business street and roadside delivery points in an individual locality or postcode. You can choose to include PO box and / or counter address types and still qualify for the regular service.

Unaddressed Mail preparation

Select service applies where you wish to exclude either certain street or roadside delivery address types from your chosen localities or postcodes.

If you wish Australia Post to deliver only to roadside and post office box address types, and not street addresses, the Select service would apply.



The screenshot shows a form titled "Select service" with the heading "Address types:". Below this heading are four radio button options: "Street", "Roadside", "PO Boxes", and "Counter". The "Roadside" and "PO Boxes" options are selected, indicated by a red checkmark inside the radio button. The "Street" and "Counter" options are unselected, with empty radio buttons.

The Select service also allows you to request partial delivery to any of the following address types without necessarily targeting all of these delivery points:

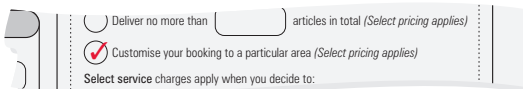
- street mail
- roadside mail (used in some country areas)
- post office boxes
- counter mail (used in some country areas).

The "Deliver no more than" option is available when you would like the ability to cap a booking's total delivery points by specifying the maximum quantity of articles that you want to supply for delivery. The Unaddressed Mail online booking system will deselect rounds to best suit your targeted "deliver no more than" figure. All "deliver no more than" bookings attract the Select service price. For example, if you wish Australia Post to deliver no more than a specific quantity, for example 3,000 of 3,900 available points, "Deliver no more than" would apply.



The screenshot shows a form with two radio button options. The first option is "Deliver no more than 3,000 articles in total (Select pricing applies)", where the number "3,000" is entered in a text box. This option is selected with a red checkmark. The second option is "Customise your booking to a particular area (Select pricing applies)", which is unselected.

The "custom delivery area selection" option is available for eligible¹ customers. It enables you to choose your delivery areas right down to the specific postal round. This service is useful for customers who have strict rules regarding franchise promotional areas, or are targeting an area smaller than a locality or postcode. When selecting this option, you are required to provide additional information in Section 7 of the Unaddressed Mail booking request form. The Unaddressed Mail service team will contact you to confirm your requirements if necessary.



The screenshot shows a form with two radio button options. The first option is "Deliver no more than [] articles in total (Select pricing applies)", where the text box is empty. This option is unselected. The second option is "Customise your booking to a particular area (Select pricing applies)", which is selected with a red checkmark. Below the options, there is a note: "Select service charges apply when you decide to:".

¹ Eligibility for this service will be individually assessed for each customer and may include a once off service fee. Contact the Unaddressed Mail service team to discuss your potential eligibility.

Examples of regular and select service mailings

- An Adelaide suburb has both private street addresses and private post office boxes available. A pizza parlour chooses delivery to only private street addresses in that suburb. This is classified as a regular service as private street addresses are selected.
- A Perth based commercial insurance company decides to deliver to business post office boxes in ten suburbs. All of these suburbs also have business street addresses available. This is classified as a select service as business street addresses have been excluded.
- A Melbourne stationery shop targets a total of 1,200 business post office boxes in six suburbs. Five of these suburbs also have street addresses available. Five of the suburbs are classified as select services because street addresses have been excluded. The one suburb that only has post office boxes available is classified as a regular service.
- A Brisbane franchise operator wishes to target specific postal rounds to ensure all addresses in his catchment are delivered to, without infringing on neighbouring franchise areas. This is classified as a select service.

Step 6 Choose postal rounds

Australia Post arranges delivery of Unaddressed Mail based on postal rounds (the area delivered by one postal delivery officer). Postal rounds can have as many as 1,000 delivery points in high density metropolitan localities, or as few as 50 points in rural localities. Because they are organised for delivery efficiency, sometimes postal rounds cross locality or postcode boundaries.

When you request delivery to a locality or postcode, Australia Post identifies the postal rounds that best fit into your booking request. Postal rounds in your request may overlap with a neighbouring locality or postcode and whether a particular postal round will be automatically included in your booking will depend on the number (shown as a percentage) of delivery points located inside your requested locality or postcode. If a particular postal round does not automatically fall within your requested locality or postcode, you can still choose to include this postal round based on your booking option.

Please note that where an automatically selected postal round overlaps into a neighbouring locality or postcode, a percentage of your articles will be delivered to the neighbouring locality or postcode.

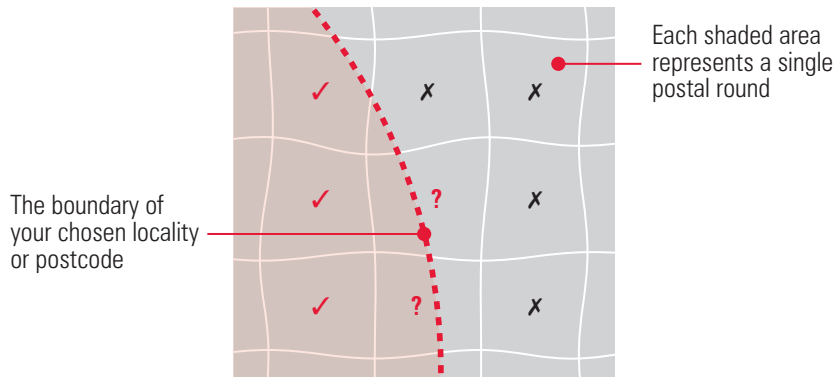
Australia Post calculates the percentage of the delivery points in each postal round that are located in your requested locality or postcode, as follows:

Unaddressed Mail preparation

Percentage of delivery points	Booking options	Map diagram
80 per cent or more	Australia Post automatically includes these rounds in your booking	✓
Between 20 to 80 per cent	<p>Australia Post automatically excludes these rounds from your booking, however, you can nominate on the Unaddressed Mail booking request form to include all these rounds in your booking.</p> <div data-bbox="336 510 851 726" data-label="Image"> <p>Australia Post calculates the percentage of the delivery points in each postal round that are located in your requested locality or postcode to determine the rounds to apply to your booking:</p> <ul style="list-style-type: none"> • Rounds that include 80 per cent or more delivery points in your requested delivery areas are automatically included in your booking. • Rounds that have 20 per cent or less delivery points are excluded from your booking. To include you will need to include the adjacent locality or postcode in your booking. You can choose to include those with 20 to 80 per cent coverage of your requested delivery areas, by selecting the following option: <p><input checked="" type="checkbox"/> Deliver to postal rounds that overlap my requested locality / postcode. (Between 20 to 80 per cent of points within the requested area)</p> <p><i>Continued on page 2</i></p> </div> <p>Customers who book using an online profile can nominate whether or not to include these additional postal rounds, for each locality or postcode where this situation arises.</p>	?
Less than 20 per cent	<p>Australia Post automatically excludes these rounds from your booking.</p> <p>To add these to your booking you will need to include the adjacent locality or postcode.</p>	✗

Preparation

Map diagram



Unaddressed Mail preparation

The only exception to the above is where the articles to be delivered are political and are for a specific electorate. In this instance we will manage delivery to addresses in the specific electorate, aiming to ensure that where a round crosses a political boundary that delivery of articles does not occur in the wrong electorate.

Step 7 Choose the state

Because articles for each state need to be packed together, and due to the transit time to each state varying, a booking can only be made for delivery in a single state. If you require delivery in more than one state you need to create a new booking for each state.

7. Required localities*

Delivery state: (select one – if delivery in more than one state is needed, please create a new booking for each state)

NSW / ACT VIC QLD SA WA TAS NT

Please list your requested localities and postcodes – in the table below.

Locality	Postcode
Donvale	3111
Blackburn	3130
Nunavading	3131
Mitcham	3132
Vermont	3133

Step 8 Choose localities or postcodes

Delivery areas are selected by locality or postcode. The following is an example of a selection by locality. The minimum selection is one locality or postcode.

I have provided an Excel spreadsheet

Locality	Postcode
Donvale	3111
Blackburn	3130
Nunavading	3131
Mitcham	3132
Vermont	3133

Note: Unaddressed Mail is not delivered to the following external territories: Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151.

2.4.5 Scheduling your booking

You are required to submit your booking request no earlier than three months prior to the Monday of the nominated week of delivery and no later than *three weeks prior* to the Monday of the nominated week of delivery (with the opportunity to alter the booking), or *two weeks prior* to the Monday of the nominated week of delivery (no alterations will be accepted).

* symbol indicates required information

6. Booking details (continued) *

Delivery week (Mon-Fri) (DD / MM / YYYY)

Between Monday 07/05/2012 to Friday 11/05/2012

9. Pa

Select

Charge

Example of a hypothetical Unaddressed Mail booking

- A charity called the “Eastern Suburbs Animal Hospital” want to send a fundraising appeal campaign to residents in their local area.
- They have selected Monday 7 May to Friday 11 May as their preferred delivery week.
- The earliest they can book this campaign is 7 February (three months prior to first delivery date) and the latest is Monday 23 April (two weeks prior).
- Booking earlier than two weeks in advance is recommended.

February							March							April							May									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
				1	2	3	4					1	2	3	1	2	3	4	5	6	7					1	2	3	4	5
5	6	7	8	9	10	11	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12			
12	13	14	15	16	17	18	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19			
19	20	21	22	23	24	25	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26			
26	27	28	29				25	26	27	28	29	30	31	29	30						27	28	29	30	31					

Earliest booking date
Latest booking date
Preferred delivery period

2.4.6 December deliveries

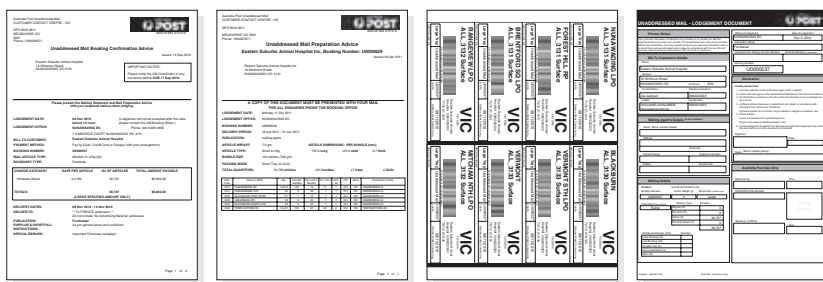
Restrictions or additional charges may apply during December. Please contact your account manager, or the Unaddressed Mail service team to discuss.

2.5 Confirming your booking

2.5.1 Booking confirmation pack

If you make a booking using the Unaddressed Mail booking request form then the service team will email you a booking confirmation pack within three business days. The pack includes:

- booking confirmation advice
- mail preparation advice
- label files for bundles and tray
- lodgement document



If you do not receive confirmation in this period you should contact the Unaddressed Mail service team.

The booking confirmation advice will confirm the number of delivery points per locality or postcode, price, lodgement office and delivery details.

Please check it to ensure that it accurately reflects your requirements. If any corrections are required you should notify the service team in writing by close of business on the next business day. A revised booking confirmation will then be issued.

If you have booked three weeks or more in advance of the Monday of the nominated week of delivery, and wish to make changes to your booking, please notify the service team in writing by close of business on the next business day. A revised booking confirmation will then be issued.

Customers who book using an online profile can obtain their booking confirmation advice, mail preparation advice, files of the necessary labels ready for printing and the lodgement document directly from the Unaddressed Mail online booking system.

A copy of the mail preparation advice should be presented with the completed lodgement document when you are lodging your Unaddressed Mail.

See section 3.5.1 – Lodgement documents.

2.5.2 Cancellation or variation of booking

If you find it necessary to cancel your confirmed booking, it is important to contact the Unaddressed Mail service team as soon as possible.

Online customers can cancel their confirmed booking using the Unaddressed Mail online booking system. All confirmed booking cancellations are subject to the following conditions.

If cancellation occurs:	Then:
More than three business days before the lodgement date	The cancellation request may be accepted by Australia Post, with no service charge incurred.
Within three business days before the lodgement date	Australia Post will charge a service cancellation fee equivalent to 10 per cent of the total service fee (to cover administrative and network planning costs incurred).
After you have lodged the articles	<ul style="list-style-type: none">• If the articles are still at the lodgement office: The articles may be collected by the customer at a time agreed with Australia Post. Australia Post will retain 10 per cent of the service charge to cover administrative and network planning costs incurred and refund 90 per cent to the customer.• If the articles have entered the delivery network: Australia Post shall take reasonable endeavours to halt distribution. In this instance a no refund policy applies, due to costs already incurred for transport through the network, administrative, delivery planning and article recovery costs.

If label printing has been requested, any charges incurred are non-refundable, should you vary or cancel your booking. See section 3.4.

2.6 Summary checklist

Unaddressed Mail 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 correct addressing guidelines are followed.
- ☑ Making sure the registration and booking requirements are covered.
- ☑ Planning the distribution for your mailing needs.

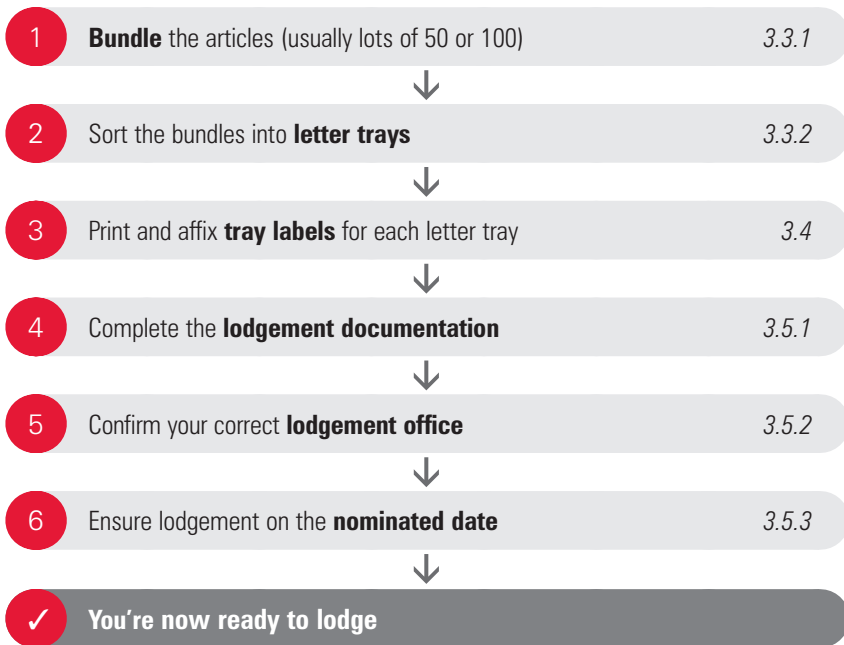
3 UNADDRESSED MAIL LODGEMENT

3.1 Lodgement overview

Because Unaddressed Mail articles do not have a name and address it is crucial that the articles are lodged in a way in which Australia Post can manage them effectively.

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 Unaddressed Mail. Each requirement is covered in detail throughout the section.



Unaddressed Mail lodgement

3.2 Sorting articles

Unaddressed Mail needs to be sorted to the delivery office level.

Delivery office sorting instructions are provided by Australia Post on the mail preparation advice which accompanies the booking confirmation advice.

Example sorting breakdown

In the sample mail preparation advice shown below the articles would need to be sorted for each of the nominated delivery offices. For example:

- 1 10,015 brochures would be bundled and put in letter trays and labelled to the NUNAWADING DC
- 2 20 brochures would be bundled and put in a letter tray and labelled to the NUNAWADING LPO
- 3 117 brochures would be bundled and put in a letter tray and labelled to the BLACKBURN POST SHOP
- 4 ... and so on, for each of the listed delivery offices.

Australia Post Unaddressed Mail
CUSTOMER CONTACT CENTRE - VIC
GPO BOX 9911
MELBOURNE VIC 3001
Phone: 1300023571

U POST
ADN 28 804 610 510

Unaddressed Mail Preparation Advice
Eastern Suburbs Animal Hospital Inc, Booking Number: U0000629
Issued: 06 Apr 2011

Eastern Suburbs Animal Hospital Inc
18 Westcott Street
NUNAWADING VIC 3131

**A COPY OF THIS DOCUMENT MUST BE PRESENTED WITH YOUR MAIL
FOR ALL ENQUIRIES PHONE THE BOOKING OFFICE**

LODgement DATE: Monday 11 Apr 2011
LODgement OFFICE: NUNAWADING INC
BOOKING NUMBER: U0000629
DELIVERY PERIOD: 18 Apr 2011 - 21 Apr 2011
PUBLICATION: mailing agent
ARTICLE WEIGHT: 7.2 gm
ARTICLE TYPE: Small to 50g
BUNDLE SIZE: 100 articles (700 gm)
PACKING MODE: Small Tray (in 13.2)
TOTAL QUANTITIES: 20,792 articles

ARTICLE DIMENSIONS - PER BUNDLE (mm)

Post Code	Delivery Office	Qty	Full Qty Bundles	Qty in Part Bundle	N
3131	NUNAWADING DC	10,015	100	15	1
3131	NUNAWADING LPO	20	0	20	2
3130	BLACKBURN POST SHOP	117	1	17	3
3130	LABURNUM LPO	25	0	25	4
3130	BLACKBURN NORTH LPO	92	0	92	
3106	TEMPLESTOWE DC	15,491	154	91	

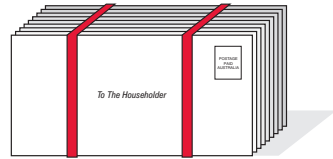
Page 1 of 1

3.3 Preparation of letter trays

To ensure optimum delivery of Unaddressed Mail articles, you need to prepare and lodge articles correctly.

3.3.1 Bundling

Bundling assists with the distribution and delivery of articles and ensures the safekeeping of the articles during transportation.



The mail preparation advice will list the number of:

- full bundles of 50 or 100 articles
- part bundles – where less than 50 or 100 are needed to complete the full quantity required by that delivery office.

Depending on the size of your article, you may need to make smaller bundles. The mail preparation advice will confirm the required quantity of articles per bundle.

Secure with two vertical bands. Australia Post prefers rubber bands.

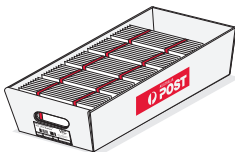
Ask your printer to provide you with the articles pre-bundled according to the mail preparation advice.

3.3.2 Letter trays

Obtain letter trays at no cost from your nominated lodgement office. Ensure that you have sufficient time to prepare the mailing as outlined on your booking confirmation pack, prior to the specified lodgement date.

Place the bundles into letter trays as follows:

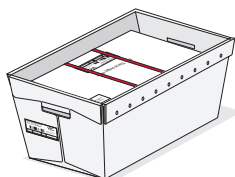
Size category	Tray use
Small	In small letter trays The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).



Unaddressed Mail lodgement

Size category

Large



Tray use

In large letter trays

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

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

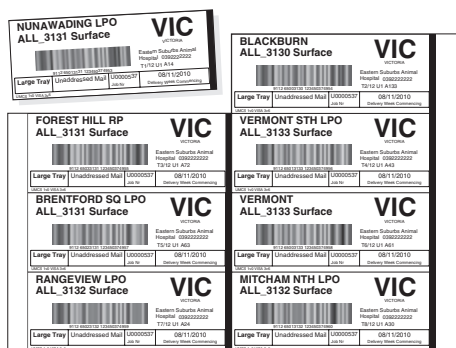
If the number of articles per tray appears too few, or too many, it probably means the dimensions of your article have not been correctly advised. In this case, please contact the Unaddressed Mail service team.

3.4 Tray labels

Tray labels must be correctly affixed to each tray, as well as affixed to the front bundle within each tray.

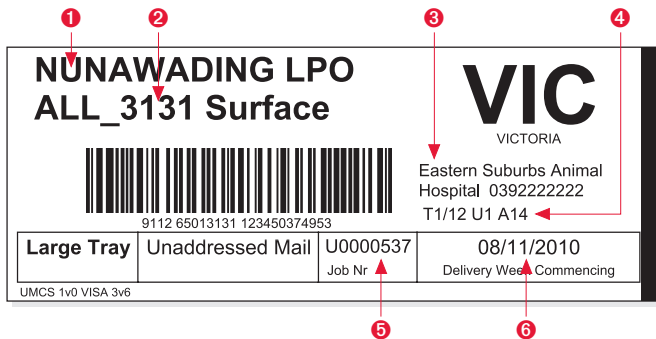
Pre-populated labels will be provided in your booking confirmation pack in PDF format. These should be printed on perforated label card which is available from your lodgement office.

If you are unable to print your own labels, the Unaddressed Mail service team can print them on your behalf. Additional charges will apply. These charges are non-refundable, should you vary or cancel your booking.



3.4.1 Label information

- 1 The delivery office name.
- 2 The postcode for the delivery office.
- 3 The organisation that is being promoted (not the mailing agent or printer if one is being used) and their contact number.
- 4 The tray number, ULD number and the number of articles. In the example shown this is tray number 1 of 12 trays for ULD number 1 and contains 14 articles.
- 5 The booking number that uniquely identifies your booking.
- 6 The date (usually a Monday) that the delivery is going to start.



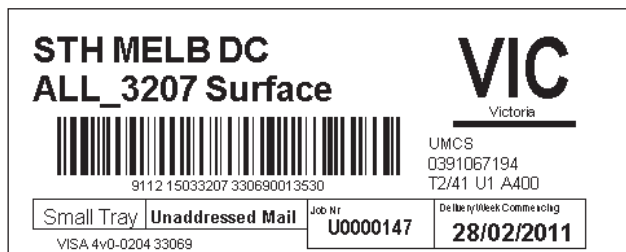
3.4.2 Labelling software

For large volume mailers, 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 at auspost.com.au/traylabels. Third party software must be approved by Australia Post prior to use.

If you or your mailing agent uses Print on Demand software, the labels provided in your booking confirmation pack will be supplied as a label print file (.lpf).

▼ *Example label produced using the Visa labelling system*



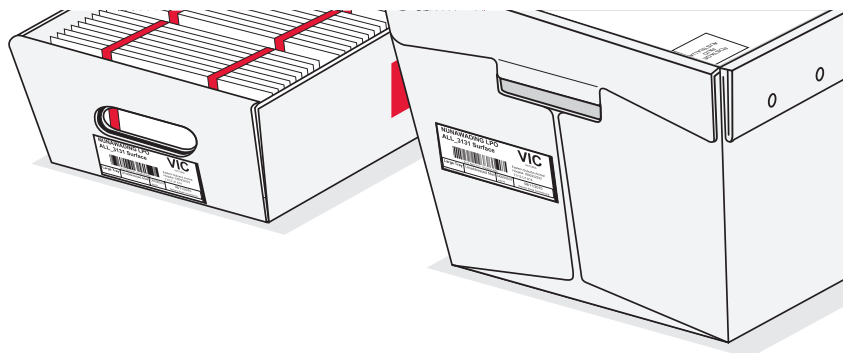
Blank label stock is also provided free of charge by Australia Post. This label stock is heat sensitive, and is suitable for use only in direct thermal label printers.

3.4.3 How to affix tray labels to letter trays and bundles

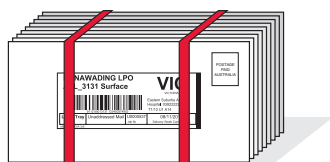
Label pockets are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

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



Also place a printed label underneath the bands of the front bundle within each tray.



3.5.4 Late lodgement or failure to lodge

Failure by you to lodge at the nominated office, and on the nominated day, as outlined on the Unaddressed Mail booking confirmation advice will mean that Australia Post is unable to deliver the articles within the agreed time.

If you are unable to lodge on time or as planned, for any reason, it is imperative that you contact the Unaddressed Mail service team to discuss the situation as soon as possible.

In the event that late lodgement cannot be avoided additional costs will be incurred and delivery dates will need to be moved.

3.5.5 Lodgement in ULDs

Steel cage containers known as Unit Loading Devices (ULDs) are used by Australia Post to transport mail articles within our network. They can be obtained from Australia Post, subject to availability and in instances where large mail volumes are to be lodged. Contact your lodgement facility for further information.

ULDs remain the property of Australia Post and all other rules and regulations pertaining to the use of the ULD are applicable. Australia Post reserves the right to charge for any ULD that you damage or do not return.

The maximum weight for a loaded ULD is 600kg (including the weight of the ULD which weigh around 100kg). This means that 500kg is available for the contents. Be aware that ULDs will often exceed the maximum weight limit before they are completely full. In order to maximise transportation efficiency and ULD utilisation, mailers should ensure that each ULD is used as efficiently as possible.

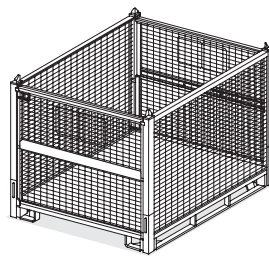
If you are lodging more than one ULD, see section 4 – Large Volume Lodgements.

3.5.6 Use of pallets

Where pallets are used to transport articles to the lodgement office, the dimensions of these pallets should conform with the Australian standards (1,165mm x 1,165mm) and 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.



3.6 Summary checklist

Lodgement of Unaddressed Mail articles involves:

- ✓ Bundling the articles, usually into lots of 50 or 100.
- ✓ Printing and affixing tray labels to each letter tray and to the front bundle within each tray.
- ✓ Inclusion of the signed lodgement document, mail preparation advice and a sample article with the lodgement.
- ✓ Ensuring that the lodgement is made on the nominated date.
- ✓ Lodgement of articles at the nominated lodgement facility.



4 LARGE VOLUME LODGEMENTS

4.1 Large volume lodgements overview

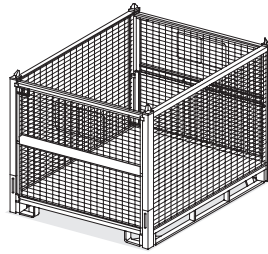
Large volume lodgements apply to Unaddressed Mail when more than one Unit Loading Device (ULD) is required.

The diagram below illustrates the steps to lodge large volumes of Unaddressed Mail. Each requirement is covered in detail throughout the section.

1 Arrange the **letter trays** into the ULDs 4.3



2 Print and affix **ULD labels** for each ULD 4.4



▶ See section 3.5.5 – Lodgement in ULDs

4.2 ULD sorting

When Unaddressed Mail is organised by delivery office, sort division and mail centre, it can be processed more quickly.

The mail preparation advice provides packing information that ensures that the highest level of sorting is achieved for each lodgement.

Each letter tray within a ULD is to consist of articles for a single delivery office and should be presented according to the instructions in section 3 – Unaddressed Mail lodgement.

The mail preparation advice provides you with data summarised to:

- 1 delivery office
- 2 PSI
- 3 destination facility (mail centre).

Post Code	Delivery Office	Qty	Full Qty Bundles	Qty in Part Bundle	No. Trays	ULD ID	PSI	State	Destination Facility
3131	NUNAWADING DC	10,015	100	15	17	1	315	VIC	DANDENONG LC
3131	NUNAWADING LPO	20	0	20	1	1	315	VIC	DANDENONG LC
3130	BLACKBURN POST SHOP	117	1	17	1	1	315	VIC	DANDENONG LC
3130	LABURNUM LPO	25	0	25	1	1	315	VIC	DANDENONG LC
3130	BLACKBURN NORTH LPO	92	0	92	1	1	315	VIC	DANDENONG LC
3106	TEMPLESTOWE DC	15,491	154	91	26	2	316	VIC	TEMPLESTOWE DC

4.3 Arranging articles into ULDs

Articles can be arranged in ULDs in a number of ways, depending on article sizes.

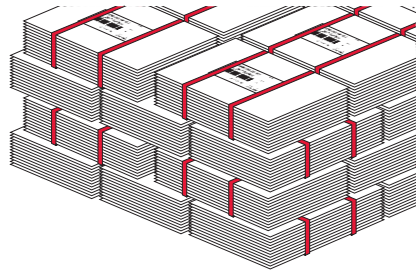
Size category	How to arrange articles in ULDs
Small	<ul style="list-style-type: none">• Prepare small letter trays, with the tray label attached. Fit letter tray lids or sleeves.• Stack the trays in the ULD with the tray labels facing outwards.
Large	Option 1 <ul style="list-style-type: none">• Prepare large letter trays, with the tray label attached. Fit letter tray lids or sleeves.• Stack the trays in the ULD with the tray labels facing outwards.
	Option 2 (with prior approval – see section 4.3.1) <ul style="list-style-type: none">• Bundle articles securely, with the tray label attached.• Brick stack the bundles in the ULD.

4.3.1 Brick stacking

Brick stacking is a term that describes how the articles are positioned into the ULD. It involves stacking the bundles in an overlapping fashion.

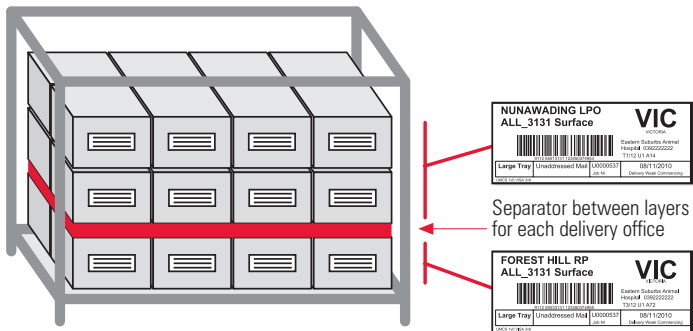
Large size category articles can be securely bundled and placed, “brick stacked” directly in ULDs.

The mail preparation advice in your booking confirmation pack will advise when brick stacking is the most efficient packing method, and will include documentation that explains the required presentation standards.



4.3.2 Separation of layers

When preparing ULDs for a PSI region, arrange letter trays for a particular delivery office to form complete layers. Separate these delivery office layers from the rest of the ULD using an approved separator such as cardboard.



When preparing ULDs for a mail centre, arrange letter trays for a particular PSI region to form complete layers. Separate these PSI region layers from the rest of the ULD using an approved separator such as cardboard.

4.4 Unaddressed Mail ULD labels

Once stacking of the ULD is complete, a label needs to be attached to the ULD. Australia Post provides a file of pre-populated ULD labels for your lodgement to ensure efficient processing.

ULD labels contain the following information:

- 1 **Lodged by** – The name of the organisation that actually lodged the articles with Australia Post. For example if DEF Mailing House lodged brochures for JKL Stores then “DEF Mailing House” would be shown on the label, but if JKL Stores lodged the articles themselves, then their name would appear.
- 2 **Office of lodgement** – The name of the office where all the ULDs must be lodged.
- 3 **Lodgement date** – It is critical that large lodgements of Unaddressed Mail are lodged on the nominated date.
- 4 **Mail type** – Identifies that the ULD contains Unaddressed Mail so that it can be processed in the correct manner.
- 5 **Delivery week commencing** – Monday of the week in which delivery is scheduled to commence.
- 6 **ULD identifier** – Identifies the ULD within the group of ULDs in the lodgement.

Large volume lodgements

- 7 **PSI number** – The PSI sort division(s) contained within the ULD.
- 8 **Booking number** – The unique reference number as shown on the booking confirmation advice.
- 9 **State** – The destination state for the ULD. In this case all the trays are being sent to VIC.
- 10 **Destination** – The mail centre responsible for the PSI sort division(s) contained within the ULD. For the label shown, it is the Dandenong Letters Centre Bulk.
- 11 **Gross weight** – The gross weight of the ULD (including the ULD itself).

If you do not have suitable weighing equipment available then you should make an estimate that includes the weight of the ULD (approx. 100kg), the letter trays and the articles themselves. Estimated weights should be identified with the word “(est)” written directly after the weight (as shown).

Lodged By:	Eastern Suburbs Animal Hospital		1
Office of Lodgement:	NUNAWADING BC		2
Lodgement Date:	Tuesday 02 Nov 2010		3
Unaddressed Mail Service			4
Delivery Week Commencing:	08 November 2010		5
ULD Identifier:	1 of 8		6
Sorting Divisions:	315		7
Booking Number:	U0000537		8
Destination:	All for	VIC	9
	DANDENONG LETTERS CENTRE BULK		10
Gross ULD Weight:	312 kg (est)		11

UMES 110 VISA 3/04

5 UNADDRESSED MAIL SERVICE TERMS AND CONDITIONS

1 Introduction

- 1.1 These special service terms and conditions are supplementary to the Australia Post Terms and Conditions¹ 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 or a Mailing Agent makes an application to use the special service in a manner (including through any online application process) prescribed by Australia Post for that purpose;
 - 1.2.2 all Australia Post Instructions and Procedures concerning the making of an application to use the special service have been fully complied with;
 - 1.2.3 Australia Post accepts the application; and
 - 1.2.4 the Customer or Mailing Agent pays or agrees to pay 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 **“Actual points”** means the number of delivery points of any type which are actually available for delivery in a designated delivery area at the time of delivery pursuant to this agreement.
- 2.4 **“Agreement”** means an agreement for the supply of the UM Service made between Australia Post and a Customer or Mailing Agent pursuant to clause 1.2.
- 2.5 **“Article”** means an unaddressed article or mail piece covered by this agreement.
- 2.6 **“Cancellation or Variation Policy”** means Australia Post’s policy governing the cancellation or variation of Unaddressed Mail orders and lodgements, set out in the Instructions and Procedures and updated from time to time.
- 2.7 **“Community notices”** means articles lodged pursuant to this agreement by or under the authority of, local, State or Federal government or their agencies, political organisations, religious or educational institutions, or charitable bodies (including benevolent and welfare societies).
- 2.8 **“Customer”** means the owner or generator of the articles which are to be lodged and delivered through the UM Service, and includes “Mailing Agent” where applicable.

¹ 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

Unaddressed Mail service Terms and Conditions

- 2.9 **"Instructions and Procedures"** means all of Australia Post's information, bulletins, user guides, manuals, and other directions and instructions (however published or displayed) to Unaddressed Mail users for use of the Unaddressed Mail Service.
- 2.10 **"Lodgement"** means the lodgement of Articles made by a Customer for delivery through the UM Service.
- 2.11 **"Mailing Agent"** means any person or company entering into this agreement and seeking lodgement and delivery through the UM Service of articles which are owned or generated by a third party.
- 2.12 **"Materials"** has the meaning set out in clause 3.8.
- 2.13 **"Online Service"** means the Unaddressed Mail Booking System which amongst other things, allows Customers who wish to use the UM Service, to register and make bookings online.
- 2.14 **"UM Service"** means the Unaddressed Mail Service which is special service for delivery of unaddressed letters to delivery points within a specified geographic area.

3 Conditions of Service

- 3.1 Australia Post may publish Service Instructions and Procedures for the UM Service, which will be made available to a Customer before any application to use the Service is made by a Customer. Any UM Service Instructions and Procedures (which may be contained within a UM Service guide) will form a part of this Agreement, and the Customer must comply with all Service Instructions and Procedures at all times when applying for, and using, the UM Service. Further, the Customer must supply full and accurate information to Australia Post whenever requested to do so. Without limitation, the Customer must supply accurate information concerning such matters as the Customer's personal and payment information, and in respect of all lodgment and delivery information.
- 3.2 Unless Australia Post agrees in writing to vary this clause, the standard requirement is that all Articles lodged for delivery through the UM Service pursuant to this Agreement must not be larger than 360mm x 260mm. All articles in a booking must be identical in size and mass.
- 3.3 Articles may be lodged enveloped, wrapped or unwrapped. If an unwrapped article measures more than 360mm x 260mm when flat and unopened, then it must be folded flat prior to lodgement to a maximum width of 125mm (any number of folds is acceptable) and a maximum thickness of 20mm.
- 3.4 A sample of an Article may be required before the distribution is approved.
- 3.5 Apart from the Reply Paid service, no other special Australia Post service may be used in conjunction with the UM Service, unless Australia Post has consented to such use in writing.
- 3.6 No explosive substances or prescribed or dangerous or deleterious substances may be lodged in or with Articles, except in accordance with the Australia Post Terms and Conditions.

Unaddressed Mail service Terms and Conditions

- 3.7 All text and images in Articles must meet acceptable community standards of reasonableness, honesty and decency. Any Article which contains text or images which (in Australia Post's reasonable opinion) does not meet current community standards or expectations, or which may cause offence to a reasonable person, or which contains, or may contain, material which is defamatory or offensive, may be refused by Australia Post. Australia Post reserves the right to examine a sample of an Article before proceeding to formal acceptance of a UM Service agreement or effecting delivery. Australia Post also reserves the right to decline to offer the UM Service, or to cancel or suspend the operation of the UM Service after acceptance, if it believes that it is appropriate to do so under this clause. Provided Australia Post acts reasonably, a Customer has no claim against Australia Post in respect of any refusal to supply the UM Service based upon the provisions of this clause.
- 3.8 Australia Post will provide the Customer with data, information, documents and other materials, including maps ("Materials"), necessary to prepare and submit the lodgement. The Materials remain the property of Australia Post and must not be used for purposes other than to prepare and submit the lodgement.
- 3.9 The technology and processes used in the production of the Materials supplied by Australia Post are the subject of intellectual property rights owned by Australia Post or by third parties. No licence is granted in respect of those intellectual property rights. Use of the Materials must not in any way infringe the intellectual property rights of any person and must not be used for other purposes including commercial exploitation by the Customer, Mailing Agent or other parties.
- 3.10 While every care is taken to ensure the accuracy of the Materials the owners of the Materials (including the State, Territory and Commonwealth Governments of Australia) do not make any representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and, to the extent permitted by law, the owners of the Materials disclaim all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damages) and costs which might be incurred as a result of the Materials being inaccurate or incomplete in any way and for any reason. Delivery point numbers may change without notice. The Materials must not be used for any purposes other than those identified in these terms and conditions or given to other persons.
- 3.11 Where the Customer has been provided with a username and password to make a booking or use the Online Service, the Customer is solely responsible for maintaining the secrecy and security of any username and password and the Customer shall notify Australia Post immediately if it has reason to suspect the unauthorised use or access of the Online Service.
- 3.12 Where the Customer is a partnership, company, incorporated or unincorporated association or institution, the Customer must ensure that all Customer personnel (including any employees or contractors of the Customer) are aware of and comply with these terms and conditions.

4 Lodgement

- 4.1 Australia Post is deemed to have accepted the lodgement only when:
- 4.1.1 All UM Service Instructions and Procedures (particularly, but not limited to, instructions concerning the manner in which lodgements are to be bundled, lodged in trays, and correctly labelled) have been fully complied with and the mailing statement accompanying a lodgement of articles is correctly received and stamped;
 - 4.1.2 The information supplied by a Customer (including information contained in the mailing statement) has been verified; and
 - 4.1.3 The Customers instructions, and the UM Service transaction, has been processed and payment for the Service has been made.
- 4.2 Lodgement Irregularities
- 4.2.1 Australia Post reserves the right to inspect and verify the contents and presentation of all lodgements either at the time of lodgement and /or thereafter while the lodgement is in the possession of Australia Post, in order to verify the accuracy of any information supplied by the Customer (including any information contained in the mailing statement) or to verify that this agreement and /or the UM Service Instructions and Procedures have been complied with. If on inspection it becomes apparent that Service Instructions and Procedures have not been fully complied with, Australia Post may at that time decline to provide the Service if it is entitled to do so, or alternatively if it appears that additional tasks are – by reason of the Customers failure to fully comply with this agreement and /or the UM Service Instructions and Procedures – required to be implemented by Australia Post before lodgement and delivery can be completed, the additional costs incurred by Australia Post in completing additional work may be claimed from, and are to be paid by, the Customer on demand.
 - 4.2.2 If any lodgement is delivered by a Customer either late, or at a place different to that specified and agreed in the UM Service booking, and such late or incorrect lodgement results in additional costs being incurred by Australia Post, the additional costs incurred by Australia Post may be claimed from, and are to be paid by, the Customer on demand.

5 Disclosure

- 5.1 The Customer (including any Mailing Agent) agrees that Australia Post may disclose the Customer's (and the Mailing Agent's) name and address to a person to whom an article has been delivered upon the request of that person.

6 Customer & Mailing Agent Warranty

- 6.1 The Customer, and the Mailing Agent (if any) warrants to Australia Post:
- 6.1.1 that it has fully complied with all laws and Regulations, both State and Federal, relating to the content and presentation of advertising material contained in the articles lodged for delivery by Australia Post;
 - 6.1.2 that the articles do not contain anything which is defamatory or offensive, and that the provisions of clause 3.6 of these terms have been read and accepted;

- 6.1.3 that the content of any advertising does not breach the provisions of any consumer protection legislation, or the copyright, trademark or other intellectual property rights of any person; and
- 6.1.4 that if the Agreement involves a Mailing Agent, any Mailing Agent entering into this agreement has the full authority of the owner or generator of the articles which are to be lodged and delivered through the UM Service to lodge the Articles for delivery through the UM Service, to enter into this Agreement, and to give the warranties and promises stated herein.

7 Delivery

- 7.1 Australia Post shall deliver Unaddressed Mail in the normal course of its business provided always that:
 - 7.1.1 delivery of articles shall be made between Monday to Friday of the nominated delivery week;
 - 7.1.2 delivery after the first week in December and before the first week of January is not available unless otherwise agreed in writing by Australia Post;
 - 7.1.3 articles can not be delivered to points displaying stickers or signs bearing the words “no unaddressed advertising material” or other similar request unless they are community notices and their delivery is permitted by law; and
 - 7.1.4 articles lodged pursuant to this agreement may be subject to further requirements contained in the UM Service Instructions and Procedures published by Australia Post in relation to matters which may include:
 - (i) the sorting and /or arrangement of articles so as to facilitate their delivery;
 - (ii) notice periods for use of the UM Service;
 - (iii) a prohibition of lodgement of articles for delivery generally, or in respect of particular areas during a nominated period or periods;
 - (iv) fees for early or late lodgements, cancelled or varied delivery orders, and for managing and effecting returns of undelivered Articles.
- 7.2 Where articles are lodged for delivery from more than one delivery office, the person lodging the articles may nominate the proportion of the total lodgement that is to be delivered from each office.
- 7.3 Subject to clause 7.1 and clause 7.2, the articles shall be delivered as follows:
 - 7.3.1 where the number of articles lodged for delivery points in the designated delivery area equals the actual delivery points, one article shall be delivered to each delivery point;
 - 7.3.2 where the number of articles lodged is less than the number of actual delivery points in the designated delivery area, Australia Post shall have the discretion to select the delivery points to be serviced in the designated delivery area and deliver one article to each delivery point selected; and
 - 7.3.3 where the number of articles lodged exceeds the number of actual delivery points in the designated delivery area, and one article has been delivered to each delivery point in the designated delivery area, the excess shall be disposed of either pursuant to any instructions agreed between a Customer and Australia Post or, if no such agreement on returns of excess articles is in force, in any manner as Australia Post in its absolute discretion decides.

8 Rates and Charges

- 8.1 Service charges (generally an amount for each of the articles in the lodgement, equal to the agreed postage payable per item, plus any applicable additional fee or surcharge) are as set and published by Australia Post from time to time. Payments of service charges and fees may be made by cash, bank cheque, credit card, or by charge to a charge account approved by Australia Post for the purpose. Payment methods are offered and are available at the discretion of Australia Post, and particular limitations, conditions and requirements for payment by designated methods may apply to different ordering channels, and may be described in the Instructions and Procedures.

9 Limitation of Liability Release and Indemnity

- 9.1 Except as may apply by reason of clause 9.3, Australia Post offers the UM Service on a “no liability” basis. The Customer acknowledges that Australia Post is not liable for any loss, damage, claim or demand which arises from the provision of the UM service, including any loss, damage, claim or demand which arises from:
- 9.1.1 Any mis-delivery, early delivery, late delivery, incomplete delivery, or any failure of delivery, of any Article lodged for processing and delivery through the UM service;
 - 9.1.2 the injury, illness or death of any person, damage to property, whether concealed or otherwise, including but not limited to deterioration, contamination or evaporation of any article or thing; or
 - 9.1.3 the consequences or result of any mis-delivery, early delivery, late delivery, incomplete delivery, or any failure of delivery of any Article lodged for processing and delivery through the UM service.
- Or from any other circumstance however caused and whether direct or consequential, including negligence or breach of contract by Australia Post, its employees, servants or agents, that arises in whole or in part from, or in connection with, any services provided by Australia Post.
- 9.2 For avoidance of doubt it is specifically noted and agreed that Australia Post will not, at any time, be liable for, or accept any liability in respect of, the payment or reimbursement of any printing, production, or pre-lodgement costs incurred by a Customer in respect of articles to be delivered through the UM Service, nor will Australia Post be liable for any claim for lost or reduced profits, earnings, or any damage to reputation which a Customer may allege has arisen as a consequence of any act or omission on the part of Australia Post.
- 9.3 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or implied, in respect of the UM Service. 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 either:
- 9.3.1 supplying the service again; or
 - 9.3.2 payment of the cost of having the service supplied again, or the actual loss or damage, whichever is the lesser.

9.4 Cancellations and Refunds.

Where a UM Service booking has been made and accepted, and the Customer (or Mailing Agent, as the case may be) either:

- (i) seeks to cancel or vary the booking prior to lodgement; or
- (ii) after lodgement of articles seeks to cancel the Agreement in its entirety;

Then – provided the Customer is not otherwise in breach of any obligations imposed upon the Customer by this agreement or by the Instructions and Procedures, and provided it is operationally feasible for Australia Post to do so – the Customer’s cancellation or variation request may be accepted by Australia Post, and the Customer (or Mailing Agent) may have entitlement to reimbursement of all or a part of the Service fee on the terms and conditions of Australia Post’s UM Service Cancellation or Variation Policy, as in force at the time the cancellation or variation is accepted.

10 Force Majeure

- 10.1 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.

11 Merger

- 11.1 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.

12 Severance

- 12.1 All the terms and conditions of this agreement shall be severable and no provision shall be affected by the invalidity of any other provision except to the extent that such invalidity also renders such other provisions invalid and in the event of the invalidity of any provisions, this agreement shall be interpreted and enforced as if the invalid provision was not contained in this agreement.

13 Variation

- 13.1 Australia Post may vary or waive the terms and conditions of this agreement provided that such variation or waiver is communicated to the Customer in writing and with reasonable notice.

14 Notice

- 14.1 Any notice required to be served by or under these terms and conditions shall be sufficiently given to the Customer if (i) sent by email to an email address supplied by a Customer to Australia Post in connection with any application to use the UM Service, (ii) 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.

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 Conditions of Carriage

16.1 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 shall apply to the carriage of articles issued pursuant to the service except to the extent that they are inconsistent with this agreement.

17 Whole of Agreement

17.1 Subject to clauses 1.1 and 3.1 this agreement contains the whole of the agreement between the parties in relation to the special service and any representation or warranty made by either party prior to entering into this Agreement shall have no force or effect unless otherwise stated herein.

This page intentionally left blank

This guide presents the Unaddressed Mail 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, postal charges and other 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 General Manager Product and Business Development - Postal Services.

Text pages printed on Precision Laser
(Australian Made, ISO 14001 Environmental Accreditation)