



CUT-THROUGH

Impact

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Impact Mail Service Guide

September 2008

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This presents the Impact Mail Service and explains its conditions of use.

Although correct at the date this booklet went to print, postal charges and other conditions are subject to revision from time to time and services may be modified, added to or withdrawn.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 Post Office.

Approved by Group Manager Letters.

THE IMPACT MAIL SERVICE

1 WHAT IS THE IMPACT MAIL SERVICE?

Impact Mail is an Australia Post service for the delivery of unique shaped mail pieces to addresses within Australia.

1.1 Key Features

- Virtually no restriction on shape
- Access to private box addresses
- Lower prices for sorting
- There are two size categories that are available in the Impact Mail Service: *Small* and *Small Plus*
- A postage meter may be used as a payment method

1.2 Who can use Impact Mail?

Customers who prepare their lodgement in accordance with the terms and conditions of Impact Mail, and lodge the mail at an approved outlet.

1.3 Delivery Standard

Impact Mail is delivered Monday to Friday, with letters and other mail. The delivery standard that applies is the same as that for Print Post.

1.4 Service Conditions

The minimum lodgement quantity required to access the Impact Mail service is 300 articles per lodgement.

Each lodgement must consist of articles of the same size category.

All articles within a lodgement must originate from the same organisation.

Impact Mail cannot be used in conjunction with any other services (e.g. Registered Post).

Impact Mail cannot be lodged in Street Posting Boxes.

2 IMPACT MAIL PRICES

The prices for Impact Mail articles vary by size category, the level of sorting and the destination State, as follows:

Impact Mail prices from 15 September 2008

Size category	Sort category					
	Postcode Direct Tray		Area Tray		Residue	
	Same State	Other State	Same State	Other State	Same State	Other State
Small	60¢	61¢	64¢	65¢	70¢	71¢
Small Plus	85¢	86¢	90¢	91¢	100¢	101¢

All prices are in cents per article and are GST inclusive.

Note: For External Territories the GST exclusive price will be the same as the GST inclusive price shown in the price table.

Refer to Section 3.1 for a definition of the size categories.

Refer to Section 6.1 for a definition of the sort categories: Postcode Direct Tray, Area Tray and Residue.

2.1 Conditions for Same State Prices

Impact Mail articles attract same State charges when the following conditions are met:

- the article is for delivery *within* the same State as the State of lodgement (as defined in the Impact Mail Sort Plan); and
- the articles are lodged within that State.

For charging purposes, the ACT is considered to be part of NSW, and South Australia does not include Northern Territory.

2.2 Payment Methods

Payment may be made by cash, postage meter or Australia Post Charge Account.

For additional information on metering, and the postage rebate applicable to metered Impact Mail articles, refer to the *Postage Meters and Franking Machines Conditions of use* booklet (8833675).

PREPARING IMPACT MAIL ARTICLES

3 ARTICLE CHARACTERISTICS

3.1 Size Categories

The size categories eligible for the Impact Mail Service are *Small* and *Small Plus*. Impact Mail may be *any shape*, but must fit entirely within the following dimensions:

	Small	Small Plus
Maximum Weight	125g	125g
Minimum Size	88 x 138mm	—
Maximum Size	130 x 240mm	162 x 240mm
Maximum Thickness	5mm	5mm

3.2 Shape and Design Considerations

Australia Post recommends that consideration be given to the size of letterbox apertures when designing Impact Mail articles.

Items must not be made of a material likely to cause injury to people, damage other postal articles or equipment. It is requested that items constructed of material other than card stock are submitted to Australia Post for approval prior to lodgement.

When designing customised shapes please ensure a suitable surface area is provided to affix redirection or Return-To-Sender stickers.

▼ *Some suitable shapes for Impact Mail*



Some shapes are more susceptible to damage and are not recommended.

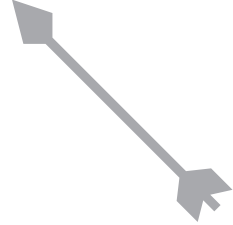
▼ *Some shapes not recommended for Impact Mail*



✗ Not recommended because the long “tail” is likely to bend or break off during mail carriage.



✗ Not recommended because the shape is likely to become entangled with other mail articles.



✗ Not recommended because there is insufficient area to clearly show the address, return address and Postage Paid Imprint, or to affix a redirection or Return-To-Sender sticker.

3.3 Paper Quality

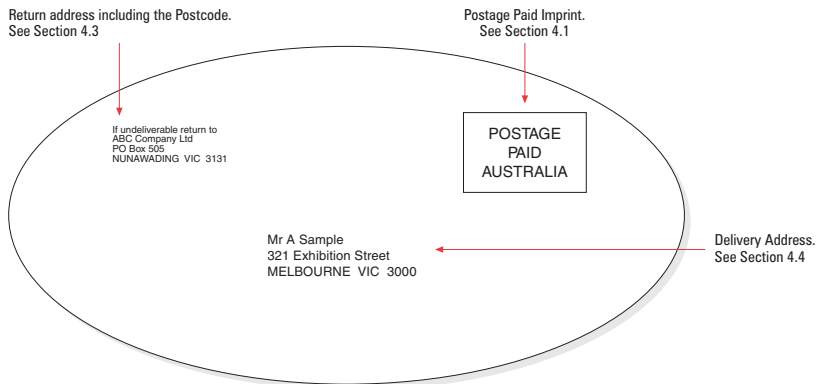
The table shows the recommended minimum stock for the construction of Impact Mail articles, as either paper envelopes or as cards.

Attribute	Envelope Paper Minimum	Card Minimum
Density	65gsm	140gsm
Thickness	0.08mm	0.18mm
Stiffness – machine direction	3 mN	30 mN
Stiffness – cross direction	1.5 mN	14 mN
Tearing resistance	350 mN	350 mN

4 MANDATORY INSCRIPTIONS ON IMPACT MAIL ARTICLES

Inscription	Refer Section
Postage Paid Imprint or Postage Meter Impression	4.1 4.2
Return Address	4.3
Delivery Address	4.4

▼ Example layout for an Impact Mail article



4.1 Postage Paid Imprint

All Impact Mail articles that are not metered must bear a Postage Paid imprint.

The Postage Paid Imprint must be positioned on the address side of the article, above and to the right of the address.

Boxing: The words POSTAGE PAID AUSTRALIA need to be printed in a rectangular box, as shown.

Personalised Postage Paid Imprint

Australia Post may approve a personalised imprint design. The design must not have the appearance of a postage stamp, and the words POSTAGE PAID AUSTRALIA must be prominent.



4.2 Postage Meter Impression

A postage meter may be used as a payment method for the Impact Mail Service.

The published Impact Mail price must be printed above and to the right of the address. If a date is printed, it must be the date of lodgement.

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



4.3 Return Address

An Australian return address is required to be shown on each article within a lodgement.

Australia Post prefers return addresses to be on the address side of the article, above and to the left of the address. Alternatively, return address information may be printed on the back of the article.

It is preferred that return addresses are prefixed with "If undeliverable return to:" above the return address.

4.4 Delivery Address

The address to which the article is to be delivered.

Address lines should be left justified.

- **Second last line** – Must contain the delivery address information.
- **Bottom line** – It is recommended that the locality, State abbreviation and postcode be printed on the same line.

The printing of the bottom line in CAPITALS is strongly recommended.

Additional address information such as a business or persons name, must be placed above the last two lines of the address and not below, alongside or within these lines.

Any font is acceptable, provided it is human readable. It is preferred that fonts be structured in 12 point.

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

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

5 TESTING

Where doubt exists regarding article characteristics or inscriptions, customers are requested to submit a sample of articles for testing to:

Australia Post, Attn Manager Customer Connections, GPO BOX 1777, MELBOURNE VIC 3001.

IMPACT MAIL SORTING AND LODGEMENT

6 SORTING

6.1 Sort Categories

Customers have the choice to presort their articles according to the following categories.

Categories	Description	To Qualify*
Residue Tray (See Section 6.4)	Articles for any address	No minimum
Area Tray (See Section 6.5)	Articles addressed to postcodes serviced by <i>one PreSort Indicator</i> on the Impact Mail Sort Plan	200 articles
Postcode Direct Tray (See Section 6.6)	Articles addressed to <i>one postcode</i>	200 articles

* The total lodgement must contain at least 300 articles.

6.2 Impact Mail Sort Plan

Use the Impact Mail Sort Plan for articles to be lodged under the Impact Mail Service. The Sort Plan is shown at Appendix 1.

Updates to the Sort Plan will be made in March and September each year. To ensure that the current sort plan is in use, it is recommended that the Sort Plan be downloaded from the Australia Post website at www.auspost.com.au/sortplans

Acceptance staff at the lodgement facility will 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.

6.3 Presentation of Impact Mail Articles in Trays

- Face all articles in the same direction, in Postcode ascending order.
- Do not bundle or tie articles.
- Place articles into a Small Letter Tray, with the addresses facing the front (label end) of the tray.
- The maximum acceptable weight for a tray is 16kg (including the tray weight).

Overflow 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 category. A maximum of one overflow tray for each postcode or area per lodgement is permitted.

6.4 Preparing Residue Trays

Put the articles into Letter Trays as outlined in Section 6.3, *in ascending Postcode order*.

For volumes of:	Then:
Less than 1,000 articles	Make up national Impact Mail Trays using the Tray Label for the State of lodgement.
1,000 or more articles	Separate articles into State based Impact Mail Trays, using Tray Labels for the following 8 destinations: <ul style="list-style-type: none"> • NSW • VIC • QLD • SA • WA • TAS • ACT • NT

Completing the Tray labels:

- Tick the Residue box
- Write your Lodgement/job number in the "Job Nr" space
- Write the lodgement date (the date is optional, but must be the correct date of lodgement if shown)
- Write the name and address or telephone of the mailer in the "Sender" space.

▼ Example of a completed Residue Tray label to Western Australia

The image shows a completed 'Residue Tray' label for Western Australia. Red arrows point to specific fields with labels: 'Date of lodgement' points to '4/10/04', 'Tick "Residue"' points to a checked box, 'Destination State' points to 'WA', 'Lodgement/Job number' points to 'NAB 189', and 'Mailer details' points to 'Ajax Mail NSW (02) 9333 8888'. The label itself contains the following information:

- Western Australia** (Large text)
- Date**: 4/10/04
- Postcode**: (Empty)
- Residue**:
- WA** (Large text)
- Sender**: Ajax Mail NSW (02) 9333 8888
- Job Nr**: NAB 189
- Small Tray** (Text)
- IMPACT Mail** (Text)
- Barcode**: 9113 39992006 883914307400
- 8839143 JUL 2004** (Text)

6.5 Preparing Area Trays

Separate articles *for delivery to postcodes serviced by a Letter Processing Facility* (identified by PreSort Indicators on the Impact Mail Sort Plan).

If the minimum volume for an Area Tray is met:

- Put the articles into Letter Trays as outlined in Section 6.3, *in ascending Postcode order.*

Completing the Tray labels for the destination State:

- Write the Sort Division name and number in the "Sorting Division" space
- Write the word "Area" in the "Postcode" space
- Write your Lodgement/job number in the "Job Nr" space
- Write the lodgement date (the date is optional, but must be the correct date of lodgement if shown)
- Write the name and address or telephone of the mailer in the "Sender" space.

▼ *Example of a completed Area Tray label to Perth MC; CBD 628*

Sorting Division Name & Number	Write "Area"	Date of lodgement	Destination State
Western Australia	Date <i>4/10/04</i>	WA	
Sorting Division <i>PERTH MC; CBD 628</i>	Postcode <i>Area</i>	Residue	
 9113 39992006 883914307400			Sender <i>Ajax Mail NSW (02) 9333 8888</i>
Small Tray	IMPACT Mail	Job Nr <i>NAB 189</i>	
 8839143 JUL 2004		Lodgement/ Job number	Mailer details

6.6 Preparing Postcode Direct Trays

Separate articles *for one postcode*.



If the minimum volume for a Postcode Direct Tray is met:

- Put the articles into Letter Trays as outlined in Section 6.3.

Completing the Tray labels for the destination State:

- Write the Sort Division name and number in the "Sorting Division" space
- Write the postcode in the "Postcode" space
- Write your Lodgement/job number in the "Job Nr" space
- Write the lodgement date (the date is optional, but must be the correct date of lodgement if shown)
- Write the name and address or telephone of the mailer in the "Sender" space.

▼ *Example of a completed Postcode Direct Tray label to Perth 6000*

Sorting Division Name & Number	Postcode	Date of lodgement	Destination State
Western Australia		Date <i>4/10/04</i>	WA
Sorting Division <i>PERTH MC; CBD 628</i>	Postcode <i>6000</i>	Residue	
 9113 39992006 883914307400			Sender <i>Ajax Mail NSW (02) 9333 8888</i>
Small Tray	IMPACT Mail	Job Nr <i>NAB 189</i>	
 8839143 JUL 2004		Lodgement/ Job number	Mailer details

6.7 Tray Labels

Tray labels for each State are used for the Impact Mail Service.

Plastic label pockets are affixed to all letter trays. Prior to lodgement a completed tray label must be placed in the label pocket with the printed side visible. Any old labels on trays must be removed prior to lodgement.

6.7.1 Labelling Software

Australia Post recommends the use of Print On Demand Labelling Systems when preparing Impact Mail 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 or by downloading documentation from the Internet www.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.

6.7.2 Preprinted Tray Labels

Australia Post provides preprinted tray labels at no cost.

Customers can order or obtain these labels from their local lodgement facility. Order forms may also be printed or downloaded from the internet www.auspost.com.au/traylabels and forwarded electronically to lodgement centres.

Destination	Tray Label Code
New South Wales	8839138
Victoria	8839140
Queensland	8839139
South Australia	8839142
Western Australia	8839143
Tasmania	8839141
Australian Capital Territory	8839145
Northern Territory	8839144

7 LODGEMENT

7.1 Documentation

An *Impact Mail Lodgement Document* (8839151) is required to support each mailing.

An example of the lodgement document is in Appendix 2.

Each Impact Mail lodgement in excess of 10,000 articles must be supported by an *Impact Mail Manifest* detailing:

Sort Category	Minimum Manifest Information
Postcode Direct Tray	The number of articles for each Postcode, and the total Postcode Direct Tray volume
Area Tray	The number of articles for each PreSort Indicator, and the total Area Tray volume
Residue	The number of articles for each State, and the total Residue volume

See Appendix 3 for a sample Impact Mail manifest.

7.2 Where to Lodge

Impact Mail articles must be lodged during business hours at your nominated lodgement facility.

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

If customers make regular lodgements at the same facility they can enter into standing arrangements and avoid the need for notification.

Impact Mail articles cannot be lodged in Street Posting Boxes (SPBs).

APPENDICES

APPENDIX 1. IMPACT MAIL SORT PLAN

Updates to the Sort Plan are made in March and September each year. To ensure that the current sort plan is in use, it is recommended that the Sort Plan be downloaded from the Australia Post website at www.auspost.com.au/sortplans

Impact Mail Sort Plan – Valid from 1 September 2008 to 28 February 2009

| Denotes changes made from previous plan

Postcode ranges	PreSort Indicator	Metro/ Country	Sort Division
AUSTRALIAN CAPITAL TERRITORY			
0200–0299; 2580–2589; 2591–2639; 2900–2920	150	M	CANBERRA MC; ALL 8 Nyrang Street FYSHWICK ACT
1936–1940; 2640–2647; 2657–2660; 2708–2714; 2716	190	C	MURRAY REG MSC; ALL 702 Catherine Crescent LAVINGTON NSW
1941–1945; 2590; 2649–2656; 2661–2707; 2720–2730	198	C	RIVERINA MSC; ALL 18 Riedell Street WAGGA WAGGA NSW
NEW SOUTH WALES			
1000–1299; 1311–1334; 1380–1404; 2000–2007; 2009	203	M	SYDNEY WEST LF; CBD 203 2 Weeroona Road STRATHFIELD NSW
1725–1738; 1755–1770; 1772–1799; 2125–2126; 2145–2149; 2153–2159; 2740–2786	204	M	SYDNEY WEST LF; SUBS 204 2 Weeroona Road STRATHFIELD NSW
1830–1920; 2142–2144; 2160–2189; 2197–2202; 2211–2214; 2555–2579	205	M	SYDNEY WEST LF; SUBS 205 2 Weeroona Road STRATHFIELD NSW
1500–1611; 1637–1640; 1646–1669; 1675–1679; 1690–1699; 2055–2069; 2084–2108; 2110–2111	206	M	SYDNEY WEST LF; SUBS 206 2 Weeroona Road STRATHFIELD NSW

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Postcode ranges	PreSort Indicator	Metro/ Country	Sort Division
1470; 1612–1636; 1641–1645; 1670–1674; 1680–1689; 1700–1724; 1739; 1742–1754; 1771; 1802–1829; 2045–2047; 2070–2083; 2109; 2112–2122; 2127–2129; 2134–2141; 2150–2152	207	M	SYDNEY WEST LF; SUBS 207 2 Weeroona Road STRATHFIELD NSW
1300–1310; 1335–1379; 1420–1469; 1471–1476; 2008; 2010–2044; 2048–2050; 2052–2054; 2203–2204	208	M	SYDNEY WEST LF; SUBS 208 2 Weeroona Road STRATHFIELD NSW
1405–1419; 1477–1499; 1740–1741; 1800–1801; 1921–1935; 2051; 2123–2124; 2130–2133; 2190–2196; 2205–2210; 2215–2265; 2500–2534; 2921–2999	209	M	SYDNEY WEST LF; SUBS 209 2 Weeroona Road STRATHFIELD NSW
1951–1955; 2787–2820; 2845–2877	258	C	CENTRAL WEST MC; ALL 9–11 Coventry Street KELSO NSW
1970–1999; 2266–2338; 2413–2430	262	C	HUNTER REGION MC; ALL 21 Callistemon Close WARABROOK NSW
1946–1950; 2535–2554	270	C	SOUTH COAST MC; ALL 112–116 Auburn Street WOLLONGONG NSW
2879–2880	291	C	BROKEN HILL DC; ALL Broken Hill Post Office, 260 Argent Street BROKEN HILL NSW
2821–2844; 2878	292	C	CENTRAL WEST MC; WESTERN PLAINS 9–11 Coventry Street KELSO NSW
1956–1960; 2339–2412	293	C	NEW ENGLAND MSC; ALL 8–12 Goonan Street TAMWORTH NSW

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Postcode ranges	PreSort Indicator	Metro/ Country	Sort Division
1961–1965; 2460–2483	294	C	NTHN RIVERS MSC; ALL 117 Johnson Street CASINO NSW
1966–1969; 2431–2459	295	C	MID NTH CST MSC; ALL 49–51 Nance Road KEMPSEY NSW
2881–2899	299	C	SYD GATEWAY FAC; ALL Sydney West Letters Facility 2 Weeroona Road STRATHFIELD NSW
2495–2499	—	—	Not Allocated

VICTORIA

3000–3005; 3007–3009; 3051; 8000–8399; 8500; 8502–8505	313	M	DANDENONG LC; CBD 313 120 Nathan Road DANDENONG SOUTH VIC
3010–3020; 3022–3036; 3039–3050; 3052–3073; 3077–3078; 3080; 3083; 3086–3100; 3335–3341; 3425–3443; 3750–3751; 3753–3764; 8401–8403; 8417–8424; 8432–8434; 8444–8446; 8456; 8461–8463; 8471; 8480–8483; 8488; 8501; 8507; 8509–8525; 8538; 8545–8548; 8550–8553; 8563; 8566–8570; 8585–8586	314	M	DANDENONG LC; SUBS 314 120 Nathan Road DANDENONG SOUTH VIC
3021; 3037–3038; 3079; 3081; 3084–3085; 3101–3104; 3110; 3117–3120; 3122–3133; 3143–3180; 3188–3196; 3202–3204; 3780–3794; 3800–3807; 3809; 8557–8558; 8575–8576; 8580–8581; 8591–8592; 8594; 8601–8605; 8622–8627; 8632–8638; 8643; 8652–8654; 8659–8663; 8681–8684; 8687; 8705–8709; 8724–8725; 8733–8734;	315	M	DANDENONG LC; SUBS 315 120 Nathan Road DANDENONG SOUTH VIC <i>PSI 315 continued on next page</i>

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Postcode ranges	PreSort Indicator	Metro/ Country	Sort Division
8742–8746; 8751–8757; 8763–8769; 8773–8774; 8782; 8785–8788; 8791– 8795; 8824–8827; 8829; 8831–8835; 8875			<i>PSI 315 continued</i>
3006; 3074–3076; 3082; 3105–3109; 3111–3116; 3121; 3134–3142; 3181–3187; 3197–3201; 3205–3210; 3752; 3765–3779; 3795–3799; 3808; 3810–3811; 3910–3920; 3926–3944; 3972–3978; 3980–3983; 8608–8609; 8611–8612; 8614–8621; 8665–8671; 8673–8675; 8677; 8801–8803; 8807–8808; 8816–8817; 8849–8851; 8855–8859; 8865–8870; 8873; 8880; 8886–8887; 8894–8895	316	M	DANDENONG LC; SUBS 316 120 Nathan Road DANDENONG SOUTH VIC
3211–3289; 3292–3316; 3320–3334	350	C	GEELONG MC; ALL 328–330 Melbourne Road GEELONG NORTH VIC
3290–3291; 3317–3319; 3342–3424; 3455–3461; 3464–3487	360	C	BALLARAT MC; ALL 26 Humffray Street BALLARAT VIC
2648; 2715; 2717–2719; 2731–2739; 3444–3454; 3462–3463; 3488–3599	368	C	BENDIGO MC; ALL 14–16 Deborah Street QUARRY HILL VIC
3600–3749	374	C	SEYMOUR MC; ALL Redbank Road SEYMOUR VIC
3812–3909; 3921–3925; 3945–3971; 3979; 3984–3999	380	C	GIPPSLAND MC; ALL Bridle Road & Chickerell Street MORWELL VIC
8900–8999	—	—	Not Allocated

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Postcode ranges	PreSort Indicator	Metro/ Country	Sort Division
4114; 4117; 4119; 4121–4123; 4127–4131; 4152; 4154–4168; 4180–4209; 9500–9596	410	M	UNDERWOOD MC; SUBS 1677 Beenleigh Road UNDERWOOD QLD
4000–4004; 9000–9299	419	M	NORTHGATE MC; CBD 419 129 Toombul Road NORTHGATE QLD
4073–4100; 4103–4113; 4115–4116; 4118; 4124–4126; 4132–4150; 4280; 4300–4349; 9597–9599	420	M	HEATHWOOD DF; ALL 1677 Beenleigh Road UNDERWOOD QLD
4005–4072; 4101–4102; 4120; 4151; 4153; 4169–4179; 4500–4549; 9400–9499	430	M	NORTHGATE MC; SUBS 129 Toombul Road NORTHGATE QLD
4619–4689	440	C	UNDERWOOD MC; W_BAY_ GLAD RGN 1677 Beenleigh Road UNDERWOOD QLD
2484–2494; 4210–4279; 4281–4299; 9700–9799	450	C	GOLD COAST MC; ALL 26 Crombie Avenue BUNDALL QLD
4350–4499; 4602–4618; 9880–9899	454	C	TOOWOOMBA MC; ALL 330 Stenner Street TOOWOOMBA QLD
4851–4899; 9980–9998	459	C	CAIRNS MC; ALL 171/185 McCoombe Street BUNGALOW QLD
4806–4850; 9960–9979	460	C	TOWNSVILLE MC; ALL 38 Morris Street West End TOWNSVILLE QLD

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Postcode ranges	PreSort Indicator	Metro/ Country	Sort Division
4737–4805; 9940–9959	466	C	MACKAY MC; ALL 344 Bridge Road MACKAY QLD
4690–4736; 9920–9939	470	C	CENTRAL QLD MC; ALL 40 Elphinstone Street NORTH ROCKHAMPTON QLD
4550–4601; 9900–9919	480	C	SUNSHINE CST MC; ALL 30–46 Perwillowen Street NAMBOUR QLD
4900–4999; 9300–9399; 9600–9699; 9800–9879	—	—	Not Allocated

SOUTH AUSTRALIA

5000–5005; 5800; 5810; 5839; 5900– 5930	524	M	ADELAIDE MC; CBD 524 272 Gouger Street ADELAIDE SA
5006–5199; 5801–5809; 5811–5838; 5840–5899; 5931–5999	520	M	ADELAIDE MC; SUBS
5200–5261; 5264–5266; 5300–5310; 5350–5356; 5360–5413; 5450–5472; 5500–5522; 5550–5599	530	C	ADELAIDE MC; NEAR COUNTRY
5262–5263; 5267–5299; 5311–5349; 5357–5359; 5414–5449; 5473–5499; 5523–5549; 5600–5749	540	C	ADELAIDE MC; FAR COUNTRY
5750–5799	—	—	Not Allocated

WESTERN AUSTRALIA

6000–6005; 6800–6899	628	M	PERTH MC; CBD 628 Perth Business Centre 125 Stirling Street PERTH WA
6006–6099; 6900–6949	610	M	PERTH MC; NORTH SUBS
6100–6214; 6950–6999	630	M	PERTH MC; SOUTH SUBS

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Postcode ranges	PreSort Indicator	Metro/ Country	Sort Division
6500–6507; 6509–6637	650	C	PERTH MC; CENT/MURCHISON
6638–6646; 6700–6799	656	C	PERTH MC; NORTH WEST
6400–6499	670	C	PERTH MC; GOLDFIELDS
6300–6399	676	C	PERTH MC; GREAT SOUTHERN
6215–6299	684	C	PERTH MC; SOUTH WEST
6508; 6647–6699	—	–	Not Allocated

TASMANIA

7004–7199; 7800–7899	710	M	HOBART MC; SUBS_FWD 57 Mornington Road MORNINGTON TAS
7200–7247; 7251–7257; 7259–7276; 7278–7499	717	C	LAUNCESTON MC; FWD 244 Hobart Road YOUNGTOWN TAS
7248–7250; 7258; 7277; 7900–7999	730	C	LAUNCESTON MC; SUBS 244 Hobart Road YOUNGTOWN TAS
7000–7003	731	M	HOBART MC; CBD 731 57 Mornington Road MORNINGTON TAS
7500–7799	—	–	Not Allocated

NORTHERN TERRITORY

0800–0859; 0880–0999	085	M	DARWIN MC; ALL 354 Stuart Highway WINNELLIE NT
0860–0879	087	C	ALICE SPRINGS DC; ALL Alice Springs Post Office 31–33 Hartley Street ALICE SPRINGS NT

APPENDIX 2. IMPACT MAIL LODGEMENT DOCUMENT

▼ 8839151

AUSTRALIA
POST
ABN 28 864 970 579

IMPACT MAIL - LODGEMENT DOCUMENT

Do not include on this form items for External Territories Lodgement. Refer to the Supplementary Statement for External Territories Form No. 8838499.
IMPORTANT: See Privacy Notice on reverse side.

Important:
One of these numbers must appear on all mail tags/labels with this lodgement

Your Lodgement Number **OR** Your Job Number

Please Note:
To be eligible for Impact Mail Letter prices, a minimum of 300 letters is required.

These items must:

- be the same letter classification and weight range.
- not contain a mix of payment streams, i.e. metered & postage paid imprint; and
- comply with the addressing and other conditions of the service.

Name of Facility where Lodging Mail

Contact Name Telephone Number

Business/Company Name

Customer's Details

Contact Name Telephone Number

Department/Section Fax Number

Company/Business Name

Address

Postcode

Payment/Invoice Details

Are these mail costs to be charged to your Australia Post Charge Account?

No

Yes Charge Account Number

Reference Details for Invoice

What is the **MAIN** purpose of this mailing? (Tick **one** box)

Promotional (eg. advertising, offers, customer relationship material) **Transactional** (eg. statements, invoices, receipts) **Don't know**

Letter Classification (tick one only)

Small Letters
 Up to 125g

Small Plus Letters
 Up to 125g

Impact Mail

	Same State	Other State
Postcode Direct		
Area Tray		
Residue		
TOTAL		

Declaration

I hereby declare that:

- I am the customer and/or authorised agent of the customer;
- I have read and agree to the Impact Mail Terms and Conditions;
- All information contained on this document is to the best of my knowledge true and correct.
- I acknowledge that Australia Post will have accepted this lodgement for carriage only when this form is correctly receipted and stamped provided that Australia Post reserves the right to inspect the lodgement to ensure that the mailing details are correct and the terms and conditions have been complied with.

Signature (Customer or agent) Date

Name (Block capitals please)

Australia Post Use Only

Received by Time

FAP220/221/225 Number Final Check Performed by

Original - Australia Post Duplicate - Customer copy 8839151 • Nov'04

APPENDIX 3. IMPACT MAIL MANIFEST LAYOUT

▼ Example Manifest – Impact Mail

Impact Mail Manifest		Date: 4/10/2004
Customer: ABC Company		Job No.: 123bv6
Total Articles: 3179		Article Weight: 23 gms
Postcode Direct Tray	Postcode	Volume
	3101	256
	3102	305
	3103	268
	3104	568
Area Tray	PreSort Indicator	Volume
	313	325
	314	332
	315	251
	316	624
Residue	State	Volume
	VIC	250
Lodgement Summary		Volume
Postcode Direct Tray		1397
Area Tray		1532
Residue		250

APPENDIX 4. IMPACT MAIL SERVICE TERMS AND CONDITIONS

1 Introduction

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

2 Interpretation

- 2.1 Except 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 small plus and small letters as defined in the Impact Mail Service Guide 8839152;
- 2.7 “**Mailing Conditions**” means the conditions set out in the Impact Mail Service Guide 8839152 or equivalent publication published by Australia Post from time to time;
- 2.8 “**Service**” means the Impact Mail 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.

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 described in the Impact Mail Service Guide 8839152 or 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 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.

FOR FURTHER INFORMATION:

Australia Post website

www.auspost.com.au/impactmail

New South Wales / ACT

Australia Post
Impact Mail Team
5th Floor, 219–241 Cleveland Street
STRAWBERRY HILLS NSW 1420
Ph 02 9202 6092
Fax 02 9202 6060
Email: mail.presentation@auspost.com.au

South Australia / NT

Australia Post
Impact Mail Coordination Team
GPO Box 4556
ADELAIDE SA 5001
Ph 13 11 18
Fax 08 8402 6218
Email: sasales@auspost.com.au

Victoria

Australia Post
Impact Mail Coordination Team
PO Box 5272
MOUNT WAVERLEY VIC 3149
Ph 03 8847 9497
Fax 03 8847 9333
Email: vic.postdirect@auspost.com.au

Western Australia

Australia Post
Customer Relations Centre
Letters Product Manager
GPO Box 9000
PERTH WA 6848
Ph 13 13 18
Fax 08 9237 5239
Email: wacustcare@auspost.com.au

Queensland

Australia Post
Impact Mail Coordination Team
GPO Box 6111
BRISBANE QLD 4001
Ph 13 11 18
Fax 07 3109 5111
Email: qldbusinessline@auspost.com.au

Tasmania

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Impact Mail Coordination Team
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Power

Dimension

DISTINCTIVE

Readership