Australia Post
International Contract Services
Product Guide

August 2023

How to use this Product Guide

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This guide includes important information on how to properly label and prepare Manifests for your Articles of your **International Contract Services**.

It's important that you read this guide carefully and follow all the guidelines and requirements in it so Australia Post can work with you to keep your business running smoothly.

The information laid out in this guide is subject to change, so make sure you take note of all correspondence and updates from Australia Post.

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Manifesting your Articles

Preparing an accurate and detailed Manifest with every lodgement is a critical part of the delivery process and will help make sure your Articles reach your customers efficiently. The Manifest provides important information that helps Australia Post's sorting machines send your Articles to the right locations within the advertised delivery times.

Your electronic Manifest must:

• Be submitted before you lodge your Articles, or before one of our drivers picks them up (we may charge a fee for Articles with a late or missing Manifest)

• Be accurate (we may charge a fee if your Manifest doesn't match your lodged Articles)

  • For Articles where the declared weight or dimensions do not match the weight or dimensions, as identified by our processing machinery; we will correct the weight and/or dimensions accordingly for each Article(s)

• Include the complete, correct address for each Consignment

• Be prepared in accordance with our system, as outlined in our **technical guide**

• Contain *all* Articles being lodged

• Not exceed 1,000 Articles per Manifest. If you have over 1,000 Articles, please split your Manifest into multiple smaller files to make it quicker to upload.

Failure to provide a Manifest, or leaving out information or including incorrect information, might result in delivery delays and/or additional charges. Any discrepancies between the details in the Manifest and the Articles lodged may lead to your Consignment being rejected and may incur additional charges.

Manifest Summary Report

A paper Manifest summary report must be printed and presented to an Australia Post representative at the time of lodgement. The format must be as prescribed by Australia Post in our **technical guide.**

The Manifest summary report should be signed by the sender's representative and a declaration provided as to whether any Dangerous Goods are being presented with the lodgement.

International label formats and customs declaration requirements

All International Article shipments need to be accompanied with the appropriate customs declaration forms to allow the shipment to be cleared by the destination country's customs authorities.

Australia Post provides different types of Internationally approved and recognised Article labelling formats which include both the sender and recipient details, as well as the required customs declaration: the 'CN22', 'CN23' and 'A6 commerical' customs declaration labels.

Senders are required to fill out the necessary customs declaration information at the time of lodgement, and failure to do so may result in delivery delays.

Once completed, the customs declaration information will be printed on the labels alongside the sender and recipient details.

At the time of lodgement, the sender is required to provide accurate customs declaration details, including:

• The reason for the goods being exported/sent e.g. Sale of Goods

• Description of the Article contents i.e. What are the goods being sent, and/or what are the goods made of

• The commercial value of the goods, e.g. $100 AUD

• Country where the goods were manufactured, or the country where the goods originated from, e.g. Australia

This information is captured at the time of lodgement and submitted along with the electronic Manifest for every Article.

The sender is also required to sign and date the customs declaration for all International Articles being lodged with Australia Post.

Country-specific prohibitions and restrictions

Senders are responsible for ensuring that the goods being sent are permitted for import by the destination country.

Every country has their own list of items or goods that are prohibited or restricted from being imported. Some goods, such as medical supplies, may need to be accompanied with authorised documentation. These requirements can change at short notice, and it is the sender's responsibility to ensure that the items being sent comply with the laws and rules of the destination country.

Australia Post provides an online sending guide for international shipments that outlines rules, prohibitions and restrictions for each destination country, viewable **here**.

Export Tools

Australia Post has developed a set of export tools for international shipments that help ensure Articles are cleared by customs and delivered quickly and accurately. The following tools can be accessed through Parcel Send or via our APIs:

• **International address lookup**
  Search for the accurate international delivery address for a shipment, helping ensure accuracy and minimising any delivery delays.

• **International HS tariff code lookup**
  Find the appropriate HS tariff code based on a description of the item being sent. Providing an HS tariff code streamlines the customs clearance process, resulting in a quicker delivery.

• **International prohibitions and restrictions**
  Search for rules and requirements for your delivery's country of destination, including any prohibitions and restrictions. In addition to learning whether particular items can be sent to a specific country, this tool provides information on any specific preparation/packaging requirements for that country, as well as any additional relevant guidelines.

Labels

Selecting the right label to use for an international shipment is critical and will ensure your Articles are delivered quickly and accurately. The 'CN22 customs declaration label' and the 'CN23 customs declaration label' – has its own set of eligibility criteria, specifying when the label is permitted for international sending.

CN22 customs declaration label

The CN22 label is an A6-sized customs declaration designed for small-to-medium sized international Articles containing low-value goods.

CN22 labels are often preferred to the CN23 label due to their smaller size.

CN22 label eligibility criteria:

• Dimensions must be ≤90cm (L + W + D combined)

• The greatest dimension must be ≤60cm

• Article must weigh 2kgs or less

• Total Consignment value is under $500 AUD

• Destination country eligibility must be met – refer to the list of CN22 approved countries in the link immediately below

Visit **this page** for more information on the CN22 customs declaration label, along with a list of CN22 approved countries.

CN23 customs declaration label

The CN23 label is an A5-sized customs declaration, generally used for medium-to-large sized international Articles and/or containing higher-value goods (over $500 AUD in value).

The CN23 label is suitable for all Articles and all destinations, but must be used instead of the CN22 whenever the Article meets the following criteria:

• The Article weighs over 2kgs

• Total Consignment value is over $500 AUD

Label quality

The quality of your labels will affect how quickly your Articles can be sorted and delivered. Here are some simple steps to ensure your items are delivered as quickly as possible, with accurate tracking:

Print your label using black ink on matte white paper.

Ensure all printing on the label is clearly visible. Ink spots and other blemishes can make barcodes unreadable.

Check the print quality. The ink should be black, not grey or faded.

Include a Barcode and a "delivery point identifier" (DPID).

For more information on label quality and Barcodes, speak to your Australia Post Account Manager, or to an Australia Post representative at your Lodgement Point.

The label should be flat and free from wrinkles or bubbling. Check to make sure your barcode isn't ripped or torn in any way.

Ensure the label isn't wrapped or folded around an edge or corner of your parcel

For more information on label quality and Smart Barcodes, speak to your Australia Post Account Manager, or to an Australia Post representative at your Lodgement Point.

Label position

Positioning your label correctly on your Article will help ensure your Articles are sorted and delivered quickly and accurately.

Your label should appear clearly on the Article.

Check that the label isn't obstructed by strapping or other packaging.

Avoid applying tape over any part of the label.

Place the label on the largest, flattest surface of your box.

If reusing packaging, ensure all old labels are either removed or completely covered.
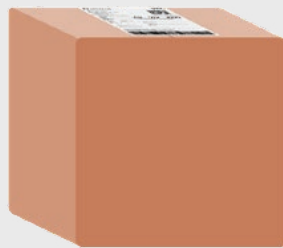
Make sure the label doesn't wrap around any edges.

When using a satchel, place the label in the centre of the flattest surface.

Check the label is flat and avoid placing it over any flaps or seals on your packaging.

When using a plastic sleeve, make sure the plastic isn't too shiny. Reflective materials make it harder for our equipment to read your label.

Packaging your Articles

Packaging your Articles correctly is essential to making sure not only that they arrive safely, but that they can be sorted and delivered as quickly as possible.

Size and weight

Make sure your Articles don't exceed the maximum dimensions for the service you're using, refer to your International Contract Services schedule or our **International size and weight limits**.

Note: Australia Post will not allow any Article to exceed 0.25 cubic metres regardless of whether all other dimension requirements have been met (e.g. (L) 70cm x (W) 60cm x (H) 59.5cm x (W) = 0.25m3).

Items over 16kg require a heavy item warning label, adhered to a clearly visible area of your Article, to help protect you, your customers, and Australia Post team members.

If you need to send larger sizes and/or weights than those specified above, speak to your Account Manager or Australia Post Lodgement Point.

Packaging materials

Cartons

Cartons are ideal for shipping as their flat surfaces make it easy to affix address labels accurately, which enables them to be read quickly by Australia Post's sorting machines.

Satchels

Satchels are an excellent way of shipping non-fragile items but should not be overfilled as this can distort the address label and make them difficult for Australia Post's sorting machines to read. The label must be placed in the centre of the satchel, and should not be bent, wrapped or folded in any way.
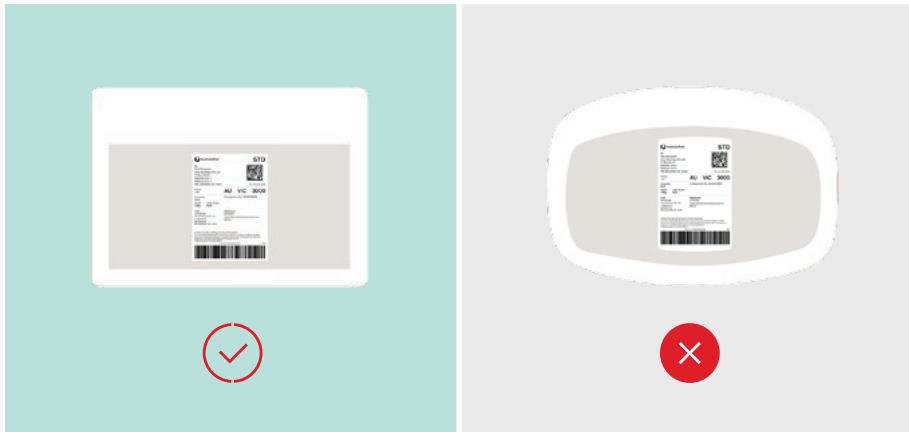
Avoid any packaging with loose straps, flaps, ribbons, strings or handles, as these elements can get caught in our sorting machines and cause damage and delays.
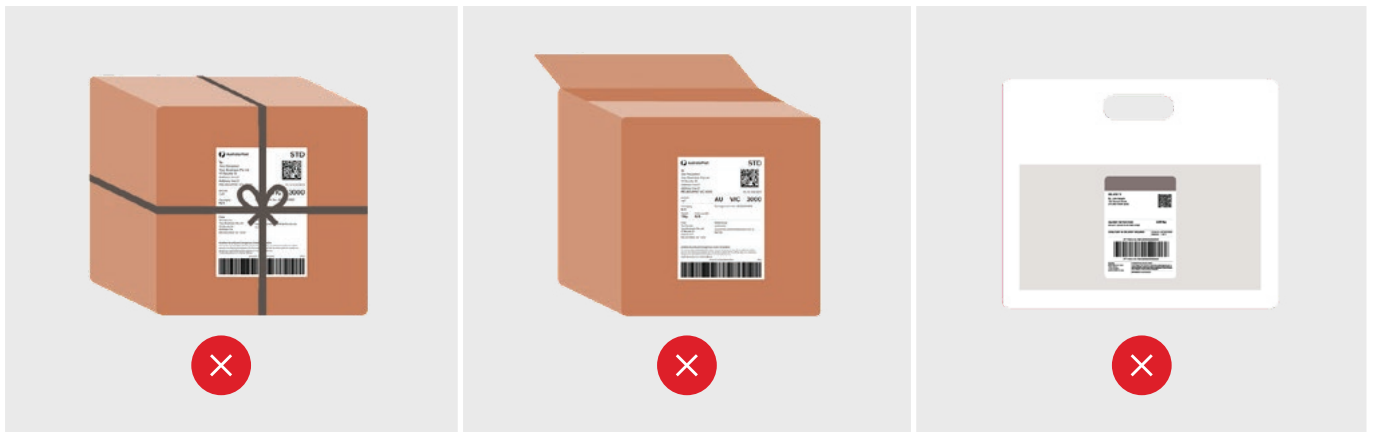
Coloured and textured packaging

Using lightly-coloured matte packaging will help ensure your Articles are delivered quickly and accurately. Dark or shiny packaging can be difficult for Australia Post's sorting machines to read, while glossy or slippery packaging can have difficulty being processed on our conveyor belts and other automated machinery.

Durability

Australia Post takes all possible care to avoid damage to your Articles, however it's your responsibility to ensure your packaging is durable enough to withstand sorting, processing and transport.

Note: Australia Post does not offer a fragile goods service for International Articles.

When ensuring the durability of your packaging:

- Secure cartons with sufficient tape but don't cover the label or barcode

- Use extra packaging for boxes originally designed for shelf display, as these are usually less durable than freight boxes

- If your Article contains anything sharp, make sure any packaging used is sturdy enough to withstand being pierced from the inside

- Avoid overfilling boxes and satchels as this can cause the packaging to split and may affect the readability of the label

- Fill any empty space in boxes with filler, as underfilled boxes can collapse

Using the right internal packaging is important for protecting the items being shipped:

Protecting your items in transit

Most items can generally be packaged in a single box, using fillers such as packing peanuts or other cushioning materials.

For items that may need extra protection in transit, consider using the 'box in a box' method:

- Wrap individual items with cushioning material

- Use filler or more cushioning material to stop contents from moving within the box

- Place the sealed box into a larger sturdy box filled with additional filler or cushioning material

Using the right internal packaging is important for protecting the items being shipped:

Packed using packing peanuts or other cushioning materials.

Box in box method.

Returns from your customers

If your customers are returning goods to you in their own packaging, make it easier for them by sharing the following tips:

Items must be sent in secure packaging that is sturdy enough to avoid being pierced by other Articles or its own contents.

Articles should be packed in a way that prevents the items inside the Article from causing damage to each other, and to protect against occasional contact with other packages.

Transportation of liquids within the Australia Post network

Packaging for non-dangerous liquids must have:

- A leak-proof primary container.

- A strong outer box made of metal, wood, strong plastic or strong corrugated cardboard with a lid that cannot easily come loose.

- An absorbent material, such as cotton wool, placed between the primary container and the outer container and of sufficient quantity to absorb all liquid if the primary container fails.

- If the primary container is a can with a friction-fitted lid, the lid must be spot-soldered to the can in at least four spots, evenly spaced around the lid.

You should seek approval from your Account Manager before shipping liquids to ensure that all the above criteria have been met. Refer to the **'Australia Post Dangerous & Prohibited Goods & Packaging procedures and freight'** and **'Packaging your Articles and freight'** information guides for more information.

Aviation Security and Dangerous Goods Declaration

If your Articles do not contain any dangerous goods, you are required to provide an Aviation Security and Dangerous Goods Declaration on every Article label and select the "No Dangerous Goods" tick box on the Manifest summary report.

For outbound Articles, the declaration is considered to be signed electronically and no signature is required on each individual label.

For the returns service, your customers are expected to sign the declaration prior to lodgement.

Failure to complete this declaration may result in Articles that would otherwise travel by air being delayed and/ or travelling by road, or may result in your Articles being returned to you, possibly incurring additional charges.

If your Articles contain permissible types and quantities of dangerous goods (e.g. certain lithium batteries), then you will need to label them in accordance with the legislation.

For more information, refer to the **Dangerous Goods Guide**.

Sending with Unit Load Devices (ULDs)

These guidelines must be followed when using ULDs to transport your Articles:

1	Ensure any previous ULD labels are removed, and that there is no rubbish or loose items in the ULD.
2	Ensure your ULDs are kept in good, serviceable condition.
3	Stack Articles loosely in the ULD, with heavier Articles at the bottom.
4	Make sure the ULD is not over-stacked and that no Articles are protruding over the lip of the ULD.
5	A loaded ULD must not exceed 600kg gross weight.
6	VISA labels (supplied by Australia Post) showing the destination, contents and gross weight must be placed on both plates of the ULD, facing outwards (see **'VISA labels on ULDs and pallets'** below for more information)

ULDs remain the property of Australia Post and must be returned in good condition when requested. They must only be used for sending Articles through Australia Post, and any damages (beyond normal wear and tear), theft, loss or improper use may incur repair or replacement charges.
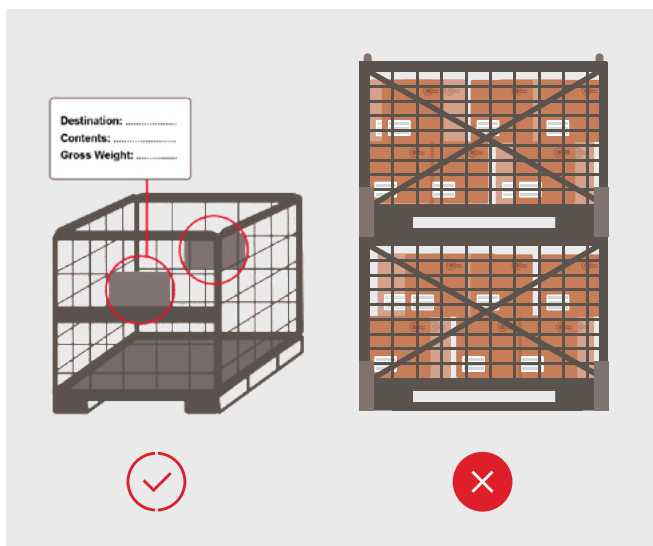
Sending with pallets

Australia Post's primary method of carriage is a ULD. Only where a ULD cannot be supplied by Australia Post may Articles be lodged on pallets. These guidelines must be followed when using pallets to transport your Articles:

(1)	Australia Post accepts Australian Standard AS:40681993 compliant standard pallets. Both CHEP and LOSCAM comply with these standard dimensions: 1165cm x 1165xm.
(2)	Empty plain pallets will not be returned to the sender and will be disposed of at Australia Post's cost.
(3)	Pallets must not exceed the allowable height of 1.6m. This includes the pallet.
(4)	Australia Post participates in CHEP & LOSCAM's pallet pooling model on a 'one way' basis. Australia Post will collect loaded CHEP/LOSCAM pallets from customers with appropriate transfer paperwork and will de-hire these pallets directly with CHEP/LOSCAM.
(5)	Ensure all Articles are stable on pallets: larger Articles should be stacked toward the bottom, and gaps in the stack should be avoided. Neither the pallet nor the Articles on it should rock or sway once stacked.
(6)	Pallets must be secured by shrink-wrapping or strapping method approved by Australia Post.
(7)	Shrink-wrapping: • Ensure all pallets are shrink-wrapped a minimum of 3 times • Shrink-wrapping must be attached to the bottom of the pallet.
(8)	Product must not extend beyond the perimeter of the pallet.
(9)	If sorting is included in your contract, provide the same sorting break on your pallets as you would if the Articles were in ULDs.
(10)	Same product types/sizes are preferred on pallets to ensure pallets can be stacked safely. Mixed product types on the same pallets are not accepted unless arranged in advance with a lodgement facility.
(11)	Pallets must not exceed gross weight of 600kg. This includes the pallet.
(12)	If satchels are being lodged as part of the pallet, please place them into boxes before stacking on the pallet as this will ensure the pallet load is stable and safe.

Bulk pallets

Bulk pallets are pallets that contain items all being transported to a single receiver. These pallets should be wrapped in black shrink-wrap and must display a shipping label with the gross weight clearly indicated, as well as a 'DO NOT BREAKDOWN' label clearly visible on all four sides of the pallet (this helps prevent pallets being inadvertently broken down).

VISA labels on ULDs and pallets

All lodged ULDs (unit load devices) and pallets require accurate VISA labels showing key details such as gross weight and destination. This helps your Articles move easily through the Australia Post network.

When using Australia Post to send your Articles, it's your responsibility to understand and comply with all the specific requirements and legal duties set out in the Chain of Responsibility (COR) statement. Visit **Chain of Responsibility Terms and Conditions** for more information.

VISA labels can be ordered through your Lodgement Point.

## VISA label checklist

✓ Unique identifier barcode

✓ Product name(s)

✓ Dead weight in kilograms
ULDs and pallets must not exceed 600kg in Dead Weight. Australia Post will not collect ULDs or pallets unless the gross weight is provided on the VISA label. This is a legal requirement.

✓ Customer name

✓ Correct lodgement date
This must be in a large enough font to be easily read by our forklift drivers.

Placement

For pallets, VISA labels should face the lifting points for forklifts, or be placed on all sides.

For ULDs, VISA labels should be placed facing outwards on the label plates.

Pallets

ULDs

VISA labels
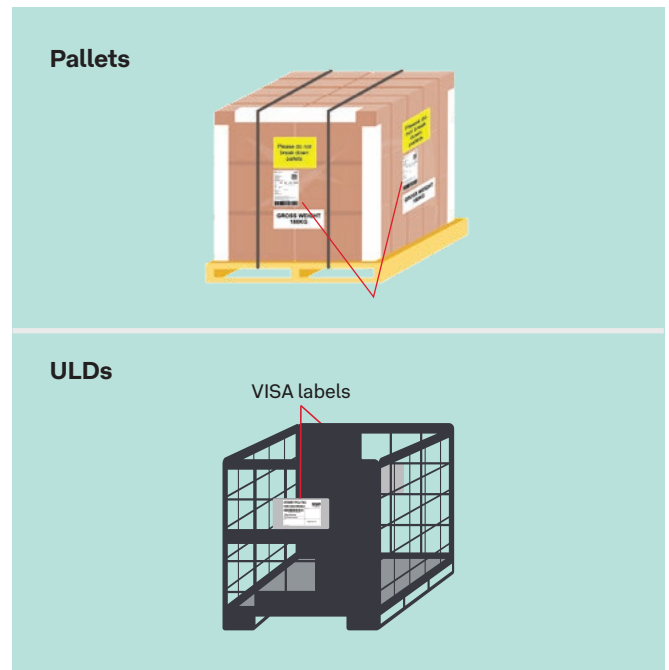
Sorting your International parcels

Sorting your Articles by service (ie. *International Standard or International Express*), size and destination country is important for ensuring your Articles are delivered on time.

Requirements for sorting International Articles:

• Separate out your International Articles by service. For eg. one ULD for International Standard and separate ULD for International Express.

• Separation by Destination Country is also required for instances where you can completely fill a ULD sorted by a single service, to a single Destination Country. For eg. a full ULD of International Standard being sent to New Zealand or a full ULD of International Express being sent to New Zealand.

Sending your International Letters

② Sending your International Letters

Manifesting your Article

Preparing an accurate and detailed Manifest with every lodgement is a critical part of the delivery process and will help make sure your Articles reach your customers efficiently.

You can lodge International Letters in two ways:

- Using our Electronic Mailing Lodgement System (eLMS); or

- Using paper document via a Bulk Mail Lodgement Statement.

Your Manifest must:

- Be submitted before you lodge your Articles, or before one of our drivers picks them up (we may charge a fee for Articles with a late or missing Manifest)

- Be accurate (we may charge a fee if your Manifest doesn't match your Articles)

- Include the complete, correct address for each Article

- Be prepared in accordance with our system, as outlined in our technical guide

- Contain all Articles being lodged.

Failure to provide a Manifest, or leaving out information or including incorrect information, might result in delivery delays and/or additional charges. Any discrepancies between the details in the Manifest and the Articles lodged may lead to your Consignment being rejected and may incur additional charges.

Article types

International Letters can be presented enveloped or as postcards, and all of the Articles within the Consignment must be of the same size and weight category.

Article design

Articles need the addressed side to be printed with:

① An Australian return address, here

② The Air Mail Imprint

③ A delivery address that observes the correct addressing conditions

④ The Postage Paid Imprint (unless a postage meter is used) no closer than 5mm from the right edge of the article.
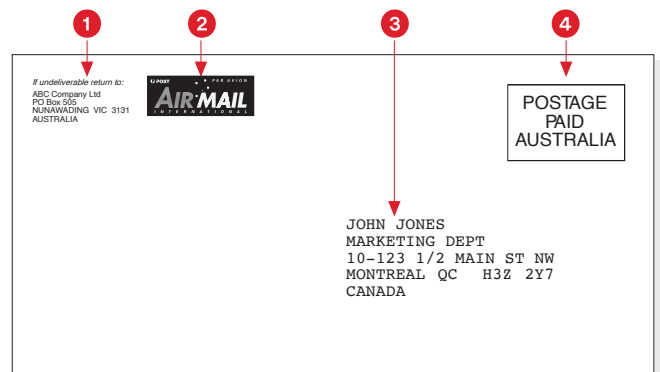
Air Mail sticker label

Senders should affix an Air Mail sticker label (or print the words AIR MAIL / PAR AVON) in the upper-left corner of the address side of the envelope – Air Mail sticker labels are available for free from any Post Office.

Envelopes with coloured bars at the edges may be used only for the International Letters service.

Address location

The complete address must be positioned lengthwise on the right-hand side of the delivery address zone of the Article:

1 at least 40mm from the top edge of the Article

2 at least 20mm from the bottom edge of the Article

3 at least 15mm from the left and right edges of the Article

4 no more than 100mm up from the bottom edge of the Article.

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

If using window panel envelopes, the entire address block must be clearly visible through the window panel when the article is presented for lodgement. Leave 5mm all around the outside of the window panel clear of printing.


Adding logos, advertising and other printing

Articles must follow the requirements for clear zones on the front and back of Articles.

Any colour within a clear zone must approximate one of the 78 approved PMS colours as detailed in section L9.1.5 of the *Letter Post Guide* (8833731).

The bottom 40mm of the front must not contain:

• barcodes or number series

• patterns of concentric squares

• lines of text containing four or more consecutive groups of six characters; or

• vertical aligned 10mm long horizontal bars.
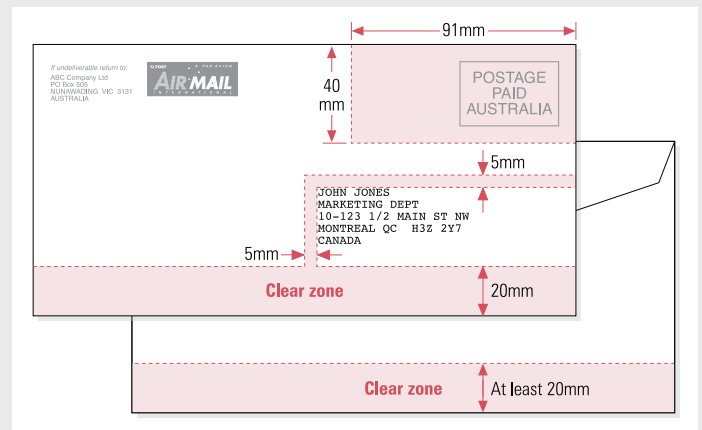
Use of shrink / plastic wrap

Customers may use suitable polymer film (eg. polyethylene) as wrapping on their envelopes, provided that the shrink/plastic wrap adheres to the requirements below:

Material

To process through high speed letter processing equipment, the polymer film used must have the following specifications:

Attribute	Specification
Strong enough to avoid tearing	Minimum thickness of the polymer film is 25 microns
Anti-static properties to avoid articles sticking together	Static charge < 2.0kV
A co-efficient of friction at a level to allow the articles to pass through the machine pick off mechanism	Co-efficient of friction 0.2-0.5 (medium slip)
Not too glossy (reflects too much light) or hazy to prevent mechanical reading of the address	Gloss value must be 150 gloss units or less when measured at 60 degrees Maximum haze level is 75 per cent

Flysheet

When used inside a polymer film wrapper, the printed address sheet (flysheet) should be large enough to avoid excessive movement. The maximum skew allowable for an address sheet is 10 degrees to the article edge, when presented for lodgement.


Wrap direction and seam placement

The wrap direction must be around the longer axis (parallel to the length) of the article, with the seam parallel to that axis. The preferred seam placement is on the non-addressed side of the article. If the seam is placed on the addressed side, the seam and hem must not cover any part of the address and barcode.

Overhang

To avoid articles becoming jammed during processing, the plastic wrapping should be as tight as possible without bending the contents. To avoid jamming, the following limited for plastic overhand apply:

1 **Height** • 5mm for Small and Small Plus size articles
• 15mm for Large size articles

2 **Length** • 15mm for Small and Small Plus size articles
• 40mm for Large size articles up to 15mm thick
• 60mm for Large size articles over 15mm thick
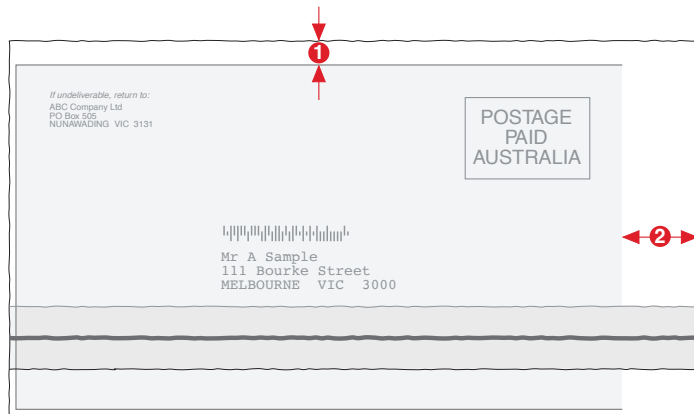
Testing

Australia Post can test the machinability of polymer film. A minimum of 50 articles using the proposed polymer film is required for testing purposes. Testing can be arranged through either your Account Manager or by contacting **mailpresentation@auspost.com.au**

Lodgement – sorting, tray labelling and physical lodgement

• Sort the articles by country or zones.

• Face them all in the same direction and place into letter trays supplied by Australia Post. 1

• Tray labels must be used. 2

• Prepare an appropriate mailing statement for the lodgement.

• Lodge the articles at an approved lodgement point.