

General products and services guide

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G9.6 – Lost or destroyed money orders

G9.6.1 – Ordinary Money Orders

Either the purchaser or the payee of a lost or destroyed Ordinary Money Order may apply for the issue of a replacement money order. The applicant for a replacement Ordinary Money Order may make the application on form (8833022) at any office. The applicant must either produce the receipt for the money order or provide the money order serial number. If neither is available, the applicant may ask Australia Post to help to identify the serial number by providing the following details:

- the money order value
- the date and office of issue
- the payee's name, if any, inserted on the money order.

Australia Post, at its discretion, makes reasonable attempts to identify specific money orders based on these details.

Form (8833022) includes an undertaking that the applicant **must** sign before a replacement money order will be issued. This obliges the applicant to repay the value of the money order if anyone presents the money order which has been reported lost or destroyed for payment at any office.

G9.6.2 – Bulk Money Orders

The payee of a lost or destroyed Bulk Money Order may apply for the issue of a replacement Money Order. The applicant for a replacement Bulk Money Order may make the application on form (8833022) at any office.

G9.7 – Money order enquiries

For information about the validity, payment status, or replacement of a specific money order call the Australian Money Order Centre (AMOC) on **1300 362 030**.

Response available	Times available (Eastern standard / daylight saving time)
Automated voice response system	6am to 9pm – Monday to Saturday.
Optional assistance by operators	Business hours – Monday to Friday – excluding national public holidays.

G9.8 – Australian Money Order Centre

The address and contact details for all correspondence with the Australian Money Order Centre (AMOC) is:

Manager
 Australian Money Order Centre (FA21)
 GPO Box 5091
 MELBOURNE VIC 3001

Telephone: **1300 362 030**

Facsimile: **(03) 8379 3898**

Section 10 – Defence Forces mail

Standard International Post charges and conditions apply to all articles addressed to members of the Defence Forces serving overseas, except as specified below.

G10.1 – Eligibility for within-Australia post charges

The following categories of mail addressed to Defence Force personnel overseas are eligible for within-Australia post charges and conditions:

- articles addressed to or from a member of the Defence Forces serving on board an HMA ship
- articles addressed to or from a member of the Defence Forces at an AFPO (Australian Forces Post Office)
- official Naval mail.

If a member of the Defence Forces overseas is neither on board an HMA ship nor at an AFPO, standard International Post charges and conditions apply.

G10.2 – Registered Post and Extra Cover

Within-Australia Registered Post and Extra Cover services are available to mail addressed to an HMA ship or an AFPO.

G10.3 – Customs documentation

■ AFPO or HMA ships

Articles addressed to an AFPO or HMA ship located outside Australia, other than letters containing only correspondence or documents, must have a customs declaration affixed.

G10.4 – Prohibitions and restrictions

In addition to normal Dangerous Goods, the prohibitions and restrictions for each country in the *International Post country guide* also apply to articles posted to an HMA ship or an AFPO located in that country. Refer to our website at auspost.com.au/international.

G10.5 – Contents and packaging

Articles sent to an HMA ship overseas or an AFPO could be subject to extreme climatic conditions over a lengthy delivery period. **Do not include perishable items that are likely to deteriorate or liquefy before delivery.**

Ensure that all items are well packed and protected. Refer to **G6.7 – Adequate packaging and Australia Post packaging products.**

All conditions of the *Dangerous and prohibited goods and packaging guide* (8833729) apply to postal articles addressed to an HMA ship or an AFPO.

Australia Post prohibits matches of any kind in the post.

G10.6 – Addressing

Senders of mail to Defence Forces personnel on board an HMA ship or at an AFPO should address mail as shown below.

For delivery to	Address on item
An AFPO	[Serial No.] [Rank] [Name of Defence Member] [Name of unit] AFPO [number of AFPO] AUSTRALIAN DEFENCE FORCES NSW 2890
An HMA ship at a known location in Australia	[Serial No.] [Rank] [Name of Defence Member] HMAS [Name of ship] [Depending on the ship's location, the appropriate city and state as follows]: NSW – AUSTRALIAN DEFENCE FORCES NSW 2890 VIC – MELBOURNE VIC 3000 QLD – BRISBANE QLD 4000 SA – ADELAIDE SA 5000 WA – PERTH WA 6000 TAS – HOBART TAS 7000 NT – DARWIN NT 0800
An HMA ship at an unknown Australian location – west coast based HMA ship	[Serial No.] [Rank] [Name of Defence Member] HMAS [Name of ship] PERTH WA 6000

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For delivery to	Address on item
An HMA ship at an unknown Australian location – HMA ship based other than on the west coast	[Serial No.] [Rank] [Name of Defence Member] HMAS [Name of ship] AUSTRALIAN DEFENCE FORCES NSW 2890
Overseas (including External Territories)	[Serial No.] [Rank] [Name of Defence Member] HMAS [Name of ship] AUSTRALIAN DEFENCE FORCES NSW 2890

Section 11 – Agency services (Postbillpay)

G11.1 – Authority to act as agent

Australia Post acts as an agent to accept bill payments on behalf of many Commonwealth, State and Local Government organisations as well as private sector companies. Australia Post charges the bill issuer an agency fee for the services it provides.

G11.2 – What Australia Post can offer

Australia Post can offer attractive rates for agency based bill payment services because it has the network, the technology, the corporate expertise and the trained staff available.

Australia Post has around 3,300 outlets throughout Australia accessible to customers for bill payments. Almost all are open between 9am and 5pm, Monday to Friday. Some Post Offices are also open for extended trading hours on Saturday.

G11.3 – Who to contact

Direct enquiries about agency services to the Australia Post customer contact centre on **13 POST (13 7678)**.

Account payments for participating organisations can be made:

- at any Post Office over the counter or via self service terminals
- by telephone to Australia Post on **13 18 16**
- through our website: **www.postbillpay.com.au**
- via Scan and Pay with our smartphone app.

