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# Impact Mail

Service guide – July 2021





**impactmail@auspost.com.au**



**auspost.com.au/impactmail**



**13 11 18**



**Australia Post**

**Impact Mail**

**PO Box 1030**

**STRAWBERRY HILLS NSW 2012**

### **Delivery timeframes for Priority letters**

In 2020 our Priority letters service was temporarily suspended following temporary changes made to the performance standards that apply. The changes were necessary to adapt to the COVID-19 related operating constraints and impacts. These temporary changes expire on 30 June 2021, and the Priority letters service will resume from 1 July 2021.

We will endeavour to deliver according to the Priority letters delivery timetable as best we can given the ongoing challenges and uncertainties of the COVID-19 pandemic, including the reduction in domestic flights, distancing and hygiene requirements throughout our network, and potential further border closures and restrictions.

Further information on the changes and current delivery timeframes is available at **[auspost.com.au/letterchanges](https://auspost.com.au/letterchanges)**.

### **Disclaimer**

This guide presents the Impact 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the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn.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.

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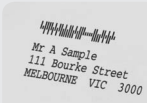

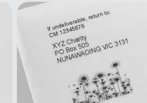

- ☐ ? Do you lodge 300 or more addressed articles at a time?
- ☐ ? Do you want to achieve a maximum impact with your mail?
- ☐ ? Are you interested in unique shaped mail articles?
- ☒ **Then Impact Mail may be for you!**

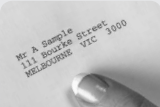
# Contents

|  |              |
|--|--------------|
| <b>Contacts for Impact Mail enquiries</b> .....  | <b>front</b> |
| <b>Bulk mail services compared</b> .....   | <b>4</b>     |
| <b>What's in the guide?</b> .....  | <b>6</b>     |
| <b>1. Impact Mail basics</b> .....   | <b>7</b>     |
| 1.1 What is Impact Mail? .....   | 7            |
| 1.2 Why use Impact Mail? .....   | 7            |
| 1.3 What qualifies for Impact Mail? .....  | 7            |
| 1.4 How to apply .....   | 8            |
| 1.5 Preparation basics .....   | 8            |
| Article size, weight and type requirements; Correct addressing requirements  |              |
| 1.6 Lodgement basics .....   | 10           |
| 1.7 Delivery timetables .....  | 11           |
| 1.8 What will it cost? .....   | 11           |
| Conditions for same state prices   |              |
| 1.9 Summary checklist .....  | 12           |
| <b>2. Impact Mail preparation</b> .....  | <b>13</b>    |
| 2.1 Preparation overview .....   | 13           |
| 2.2 Article characteristics .....  | 14           |
| Article size and weight; Article shape; Article type; Sealing of articles  |              |
| 2.3 Article layout .....   | 16           |
| 2.4 Postage indicator .....  | 16           |
| Postage Paid Imprint; Personalised Postage Paid Imprint; Postage meter impression;<br>Colour of postage indicators |              |
| 2.5 Return address .....   | 17           |
| 2.6 Delivery address .....   | 18           |
| Address layout   |              |
| 2.7 Barcoding .....  | 19           |
| 2.8 Testing .....  | 19           |
| 2.9 Summary checklist .....  | 19           |

|           |  |           |
|-----------|--|-----------|
| <b>3.</b> | <b>Impact Mail lodgement</b>   | <b>20</b> |
| 3.1       | Lodgement overview   | 20        |
| 3.2       | Sort categories  | 22        |
|           | Impact Mail Sort Plan  |           |
| 3.3       | Preparation of letter trays  | 23        |
|           | State separation of Residue trays  |           |
| 3.4       | Completing tray labels   | 23        |
|           | Preprinted tray labels; Labelling software; How to affix tray labels to letter trays |           |
| 3.5       | Lodgement of articles  | 26        |
|           | Lodgement documents; Supporting document; Where and when to lodge;                   |           |
|           | Lodgement in ULDs  |           |
| 3.6       | Summary checklist  | 30        |
| <b>4.</b> | <b>Impact Mail service Terms and Conditions</b>                                      | <b>31</b> |

# Bulk mail services compared

|   | Print Post  | PreSort Letters   | Promo Post  | Charity Mail   | Domestic letter with tracking imprint   |
|---|---|---|---|--|---|
|   |                |                |  |                                       |               |
| <b>What can bulk mail services do for me?</b>                           | Deliver approved regular publications, such as catalogues magazines or newsletters              | Deliver machine-addressed articles which are barcoded and sorted                                | Deliver large volumes of promotional PreSort Letters at a lower price             | Deliver PreSort Letters at lower prices for approved charitable organisations  | Deliver large volumes of barcoded or unbarcoded tracked articles                                |
| <b>What size articles can I send?</b>                                   | Small<br>Large  | Small<br>Small Plus<br>Large  | Small<br>Small Plus<br>Large  | Small<br>Large   | Small<br>Small Plus<br>Large  |
| <b>What weight articles can I send?</b><br>Pricing steps (g)            | 125<br>125, 175, 250, 300, 350, 400, 450, 500, 600, 700, 800, 900, 1kg                          | 125<br>125<br>125 250 500   | 125<br>125<br>125 250   | 125<br>125 250   | 125<br>125<br>125 250 500   |
| <b>How fast is the delivery?</b>  | <b>Priority:</b><br>Same state metro - next day<br><b>Regular:</b><br>Same state metro 2-3 days | <b>Priority:</b><br>Same state metro - next day<br><b>Regular:</b><br>Same state metro 2-3 days | <b>Regular:</b><br>Same state metro 2-3 days                                      | <b>Priority:</b><br>(Small articles only): Same state metro - next day<br><b>Regular:</b><br>Same state metro 2-3 days | <b>Priority:</b><br>Same state metro - next day<br><b>Regular:</b><br>Same state metro 2-3 days |
| <b>What is the minimum volume of articles?</b>                          | 100 articles  | 300 barcoded articles   | 4,000 barcoded articles   | 300 barcoded articles  | 10,000 articles per annum. No minimum per lodgement.  |
| <b>Do I need to print barcodes?</b>                                     | <b>Yes</b><br>For publications of 2,000 or more   | <b>Yes</b><br>On at least 300 articles  | <b>Yes</b><br>On at least 4,000 articles  | <b>Yes</b><br>On at least 300 articles   | <b>Yes</b><br>2D barcode required. 4-state barcode not required.                                |
| <b>Do I need to sort the articles?</b>                                  | <b>Yes</b><br>Trays for each postcode or sort division number and delivery speed                | <b>Yes</b><br>Trays for each sort plan number   | <b>Yes</b><br>Trays for each sort plan number                                     | <b>Yes</b><br>Trays for each sort plan number  | <b>Yes</b><br>Prepare in trays and label as per service guide                                   |
| <b>Do I need to apply to use this service?</b>                          | <b>Yes</b><br>Apply for a Print Post Publication Number   | <b>Yes</b><br>Nominate your lodgement facility(s)   | <b>Yes</b><br>PreSort Letters application process applies                         | <b>Yes</b><br>Apply for a Charity Mail Approval Number   | <b>Yes</b><br>Application process applies   |
| <b>How does the cost per article compare?</b><br>eg Small article, 125g |   |   |   |  |   |

**Clean Mail**

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

| Small | Small Plus |
|-------|------------|
| 125   | 125        |

**Priority:**  
Same state metro - next day  
**Regular:**  
Same state metro 2-3 days

300 articles

No

No

No

**Acquisition Mail**

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

| Small | Small Plus |
|-------|------------|
| 125   | 125        |

**Regular:**  
Same state metro 2-3 days

No minimum.  
Rates vary by quantity lodged.

< 300 No  
> 300 **Yes** - to the maximum extent

< 300 No  
> 300 **Yes** - trays for each sort plan number

**Yes**  
Register online for Campaign Targeter

**Imprint/Metered**

Deliver imprinted or metered articles at a lower price than Full Rate mail, with no minimum volume

| Small | Large             |
|-------|-------------------|
| 250   | 125<br>250<br>500 |

**Priority:**  
Same state metro - next day  
**Regular:**  
Same state metro 2-3 days

No minimum

No

No

No

**Reply Paid**

Make it easy for your customers to respond

| Small | Large             |
|-------|-------------------|
| 125   | 125<br>250<br>500 |

**Priority:**  
(PO Box/Bags only):  
Same state metro - next day  
**Regular:**  
Same state metro 2-3 days

No minimum

**Yes**  
(Preprinted)

No

**Yes**  
Apply for a Reply Paid Number

**Impact Mail**

Deliver creatively shaped articles - great for direct mail campaigns

| Small | Small Plus |
|-------|------------|
| 125   | 125        |

1-7 days

300 articles

No

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

No.  
Non-paper articles should be submitted for testing

**Unaddressed**

Deliver unaddressed leaflets, catalogues etc to letterboxes in an area

| Small     | Large     |
|-----------|-----------|
| 50<br>100 | 50<br>100 |

Lodge up to seven days before your chosen delivery week

One suburb, postcode or round (Conditions apply)

No  
(Not applicable)

**Yes**  
Prepare in trays and label as instructed by Australia Post

**Yes**  
Book at least 10 business days before the delivery week

# What's in the guide?

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

## **Section 1 – Impact 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 Impact Mail preparation and Impact Mail lodgement.

## **Section 2 – Impact Mail preparation**

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

## **Section 3 – Impact Mail lodgement**

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



# 1. Impact Mail basics

## 1.1 What is Impact Mail?

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

Businesses design and produce Impact Mail articles for direct mail campaigns, product launches, events and other marketing needs. They choose the service because it provides creative freedom. This ensures that the message stands out and achieves maximum impact with the target market.

## 1.2 Why use Impact Mail?

With Impact Mail, you can:

- lodge bulk mailings of 300 or more articles
- maximise the space available for creative artwork
- send non-rectangular articles of virtually any shape or design
- use your brand or logo as the shape of the article for instant brand recognition
- leverage the attention-getting power of a dimensional article without hiding it in an envelope.



The more unique the article, the more likely consumers are to retain and share it with friends and family, extending the life of the message.

When you prepare your lodgement according to the conditions of the service, Australia Post can more efficiently process and deliver this mail.

In addition, the Impact Mail service also:

- has access to post office box addresses
- allows a postage meter to be used as a payment method
- has delivery with daily normal mail by the same professional delivery officers.

## 1.3 What qualifies for Impact Mail?

To qualify:

- the minimum quantity is 300 articles per lodgement
- articles must be shaped and not be square or rectangular<sup>1</sup>
- each lodgement must consist of articles within 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 (eg Registered Post).

Impact Mail articles do not need to be barcoded, however if you choose to apply barcodes they must be correct.

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<sup>1</sup> Some rectangular articles may be eligible for other bulk mail services. Please refer to the *Guide to bulk mail* booklet for information on other services.

1.4 How to apply

You do not need to apply for the Impact Mail service, however you need to provide an *Impact Mail lodgement document* (8839151) when lodging articles.

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 Impact Mail preparation section.

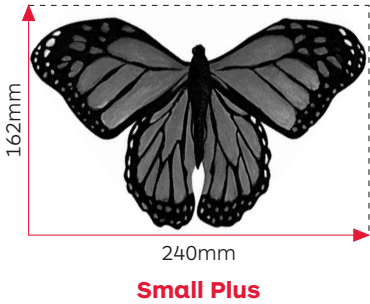
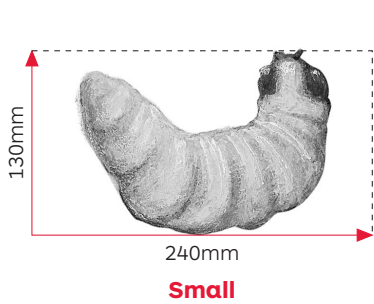
1.5.1 Article size, weight and type requirements

Impact Mail is available for *Small* and *Small Plus* size categories. All articles in a lodgement must be within the same size category.

Articles can weigh up to 125 grams.

Articles can be almost any shape as long as they fit entirely within these dimensions.

|                   | Small       | Small Plus  |
|-------------------|-------------|-------------|
| Maximum weight    | 125g        | 125g        |
| Minimum size      | 88 × 138mm  | —           |
| Maximum size      | 130 × 240mm | 162 × 240mm |
| Maximum thickness | 5mm         | 5mm         |



The construction of articles is not limited to paper based stock. Articles can be made from a range of non-paper materials such as rubber, plastic, vinyl, leather or wood.

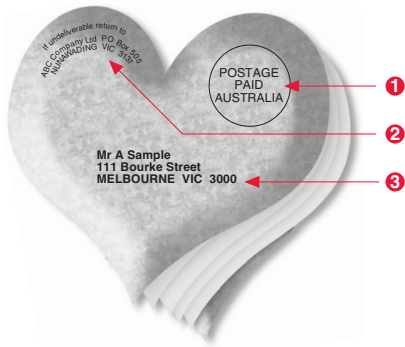
► See section 2.2

### 1.5.2 Correct addressing requirements

Due to their irregular shape, Impact Mail articles follow a specialised processing stream. You need to pay particular attention to addressing.

Articles need the addressed side to be printed with:

- ❶ the Postage Paid Imprint (unless a postage meter is used)
- ❷ the return address, here or on the back
- ❸ a delivery address that observes the correct addressing conditions.

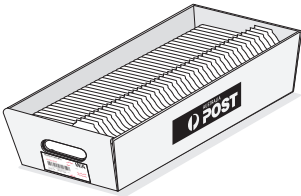


► See section 2.3

1.6 Lodgement basics


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

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



The three sort categories are:

| Sort category         | Description   |
|-----------------------|---|
| Postcode Direct trays | Articles in separate trays for each postcode.<br><br>The minimum quantity is 200 articles per postcode. Remaining articles become “Residue”.  |
| Area trays            | Articles in separate trays according to the Impact Mail Sort Plan of postcode ranges which can be found at <b>auspost.com.au/sortplans</b> .<br><br>The minimum quantity is 200 articles per sort plan division. Remaining articles become “Residue”. |
| Residue trays         | Articles not sorted into a Sort Plan.<br>Articles arranged in ascending postcode order.<br><br>There is no minimum quantity.  |



Print Post (including Impact Mail) sort plan

Useful to the Sort Plan are made in March and September each year. To ensure that the current sort plan is used, it is recommended that the sort plan be downloaded from the Australia Post website at [auspost.com.au/sortplans](http://auspost.com.au/sortplans) or collected from the nearest post office or business centre.

Local Sort Division prices are available for first Post articles lodged at the sorting division for postcode ranges nominated for that sorting division. In SA, ACT, WA and TAS there are restrictions on postcodes that can be processed at Local Mail Centre prices.

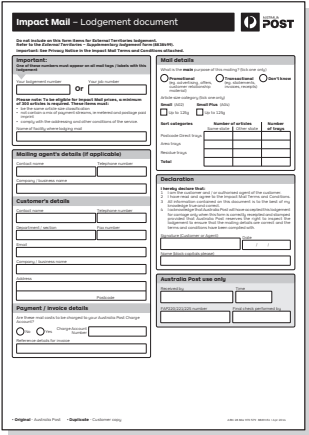
**Print Post (including Impact Mail) Sort Plan - Valid from 1 March 2014 to 31 August 2014**

Derivates changes made from previous plan

• Delivery facility for Lithofail

| Postcode ranges  | Product indicator | Status | Sort Division  |
|--|-------------------|--------|--|
| <b>Australian Capital Territory</b>  |                   |        |  |
| 0500-0599, 0600-0699, 0700-0799, 0800-0899, 0900-0999  | ISO               | M      | CANBERRA MC, ALL<br>Bryngrove<br>FINDERS ACT 3009                  |
| 1500-1599, 1600-1699, 1700-1799, 1800-1899, 1900-1999  | ISO               | C      | MURRAY MCGILL, ALL<br>Goulburn-Murray<br>LITHOFAIL RISE 2005       |
| 2500-2599, 2600-2699, 2700-2799, 2800-2899, 2900-2999  | ISO               | C      | WAGGA MC, ALL<br>WAGGA<br>WAGGA WAGGA RISE 2005                    |
| <b>New South Wales</b>   |                   |        |  |
| 1000-1099, 1100-1199, 1200-1299, 1300-1399, 1400-1499, 1500-1599, 1600-1699, 1700-1799, 1800-1899, 1900-1999, 2000-2099, 2100-2199, 2200-2299, 2300-2399, 2400-2499, 2500-2599, 2600-2699, 2700-2799, 2800-2899, 2900-2999, 3000-3099, 3100-3199, 3200-3299, 3300-3399, 3400-3499, 3500-3599, 3600-3699, 3700-3799, 3800-3899, 3900-3999, 4000-4099, 4100-4199, 4200-4299, 4300-4399, 4400-4499, 4500-4599, 4600-4699, 4700-4799, 4800-4899, 4900-4999, 5000-5099, 5100-5199, 5200-5299, 5300-5399, 5400-5499, 5500-5599, 5600-5699, 5700-5799, 5800-5899, 5900-5999, 6000-6099, 6100-6199, 6200-6299, 6300-6399, 6400-6499, 6500-6599, 6600-6699, 6700-6799, 6800-6899, 6900-6999, 7000-7099, 7100-7199, 7200-7299, 7300-7399, 7400-7499, 7500-7599, 7600-7699, 7700-7799, 7800-7899, 7900-7999, 8000-8099, 8100-8199, 8200-8299, 8300-8399, 8400-8499, 8500-8599, 8600-8699, 8700-8799, 8800-8899, 8900-8999, 9000-9099, 9100-9199, 9200-9299, 9300-9399, 9400-9499, 9500-9599, 9600-9699, 9700-9799, 9800-9899, 9900-9999 | ISO               | M      | SYDNEY WEST LT, CBO 200<br>2 Newmans Road<br>STRAVERFIELD NSW 2105 |
| 1000-1099, 1100-1199, 1200-1299, 1300-1399, 1400-1499, 1500-1599, 1600-1699, 1700-1799, 1800-1899, 1900-1999, 2000-2099, 2100-2199, 2200-2299, 2300-2399, 2400-2499, 2500-2599, 2600-2699, 2700-2799, 2800-2899, 2900-2999, 3000-3099, 3100-3199, 3200-3299, 3300-3399, 3400-3499, 3500-3599, 3600-3699, 3700-3799, 3800-3899, 3900-3999, 4000-4099, 4100-4199, 4200-4299, 4300-4399, 4400-4499, 4500-4599, 4600-4699, 4700-4799, 4800-4899, 4900-4999, 5000-5099, 5100-5199, 5200-5299, 5300-5399, 5400-5499, 5500-5599, 5600-5699, 5700-5799, 5800-5899, 5900-5999, 6000-6099, 6100-6199, 6200-6299, 6300-6399, 6400-6499, 6500-6599, 6600-6699, 6700-6799, 6800-6899, 6900-6999, 7000-7099, 7100-7199, 7200-7299, 7300-7399, 7400-7499, 7500-7599, 7600-7699, 7700-7799, 7800-7899, 7900-7999, 8000-8099, 8100-8199, 8200-8299, 8300-8399, 8400-8499, 8500-8599, 8600-8699, 8700-8799, 8800-8899, 8900-8999, 9000-9099, 9100-9199, 9200-9299, 9300-9399, 9400-9499, 9500-9599, 9600-9699, 9700-9799, 9800-9899, 9900-9999 | ISO               | M      | SYDNEY WEST LT, CBO 200<br>2 Newmans Road<br>STRAVERFIELD NSW 2105 |
| 1000-1099, 1100-1199, 1200-1299, 1300-1399, 1400-1499, 1500-1599, 1600-1699, 1700-1799, 1800-1899, 1900-1999, 2000-2099, 2100-2199, 2200-2299, 2300-2399, 2400-2499, 2500-2599, 2600-2699, 2700-2799, 2800-2899, 2900-2999, 3000-3099, 3100-3199, 3200-3299, 3300-3399, 3400-3499, 3500-3599, 3600-3699, 3700-3799, 3800-3899, 3900-3999, 4000-4099, 4100-4199, 4200-4299, 4300-4399, 4400-4499, 4500-4599, 4600-4699, 4700-4799, 4800-4899, 4900-4999, 5000-5099, 5100-5199, 5200-5299, 5300-5399, 5400-5499, 5500-5599, 5600-5699, 5700-5799, 5800-5899, 5900-5999, 6000-6099, 6100-6199, 6200-6299, 6300-6399, 6400-6499, 6500-6599, 6600-6699, 6700-6799, 6800-6899, 6900-6999, 7000-7099, 7100-7199, 7200-7299, 7300-7399, 7400-7499, 7500-7599, 7600-7699, 7700-7799, 7800-7899, 7900-7999, 8000-8099, 8100-8199, 8200-8299, 8300-8399, 8400-8499, 8500-8599, 8600-8699, 8700-8799, 8800-8899, 8900-8999, 9000-9099, 9100-9199, 9200-9299, 9300-9399, 9400-9499, 9500-9599, 9600-9699, 9700-9799, 9800-9899, 9900-9999 | ISO               | M      | SYDNEY WEST LT, CBO 200<br>2 Newmans Road<br>STRAVERFIELD NSW 2105 |
| 1000-1099, 1100-1199, 1200-1299, 1300-1399, 1400-1499, 1500-1599, 1600-1699, 1700-1799, 1800-1899, 1900-1999, 2000-2099, 2100-2199, 2200-2299, 2300-2399, 2400-2499, 2500-2599, 2600-2699, 2700-2799, 2800-2899, 2900-2999, 3000-3099, 3100-3199, 3200-3299, 3300-3399, 3400-3499, 3500-3599, 3600-3699, 3700-3799, 3800-3899, 3900-3999, 4000-4099, 4100-4199, 4200-4299, 4300-4399, 4400-4499, 4500-4599, 4600-4699, 4700-4799, 4800-4899, 4900-4999, 5000-5099, 5100-5199, 5200-5299, 5300-5399, 5400-5499, 5500-5599, 5600-5699, 5700-5799, 5800-5899, 5900-5999, 6000-6099, 6100-6199, 6200-6299, 6300-6399, 6400-6499, 6500-6599, 6600-6699, 6700-6799, 6800-6899, 6900-6999, 7000-7099, 7100-7199, 7200-7299, 7300-7399, 7400-7499, 7500-7599, 7600-7699, 7700-7799, 7800-7899, 7900-7999, 8000-8099, 8100-8199, 8200-8299, 8300-8399, 8400-8499, 8500-8599, 8600-8699, 8700-8799, 8800-8899, 8900-8999, 9000-9099, 9100-9199, 9200-9299, 9300-9399, 9400-9499, 9500-9599, 9600-9699, 9700-9799, 9800-9899, 9900-9999 | ISO               | M      | SYDNEY WEST LT, CBO 200<br>2 Newmans Road<br>STRAVERFIELD NSW 2105 |

You need to provide an *Impact Mail lodgement document* (8839151 – shown below) when lodging articles.

The image shows a form titled "Impact Mail - Lodgement document" with the Australia Post logo. It contains several sections for filling out details: "Sender details" (including name, address, and contact information), "Mail details" (including item type, weight, and dimensions), "Destination" (including state and postcode), "Customer details" (including name and address), and "Payment / Invoice details" (including payment method and invoice number). There are also checkboxes for "Registered" and "Insured" mail.

► See section 3

1.7 Delivery timetables

Impact Mail is delivered with letters and other mail, as per Regular delivery timetables. To view detailed information for Regular delivery timetables visit **auspost.com.au/impactmail**.

1.8 What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any post office, or downloaded from **auspost.com.au**.

The prices for Impact Mail articles vary by size category, the sort category and the destination state, as displayed in the following table.

| Size category | Postcode Direct tray |             | Area tray  |             | Residue    |             |
|---------------|----------------------|-------------|------------|-------------|------------|-------------|
|               | Same State           | Other State | Same State | Other State | Same State | Other State |
| Small         | ✓                    | ✓           | ✓          | ✓           | ✓          | ✓           |
| Small Plus    | ✓                    | ✓           | ✓          | ✓           | ✓          | ✓           |

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

1.8.1 Conditions for same state prices

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

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

## 1.9 Summary checklist

The key points covered in this section include:

- ✓ You must lodge at least 300 articles.
- ✓ Impact Mail is available for *Small* and *Small Plus* size category articles.
- ✓ Articles can be virtually any non-rectangular shape.
- ✓ Articles can be made from a range of non-paper materials.
- ✓ Articles do not need an envelope or plastic wrap.
- ✓ Correct addressing conditions apply.
- ✓ You have the choice to sort articles to three sort categories: *Postcode Direct tray*, *Area tray* and *Residue*.
- ✓ You do not need to apply for the Impact Mail service, however you need to provide an *Impact Mail lodgement document* when lodging articles.
- ✓ Prices can be located in the *Post charges* booklet (8833665) and the Australia Post website **auspost.com.au**.



# 2. Impact 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 Impact Mail. Each requirement is covered in detail throughout the section.

|   |  |       |
|---|--|-------|
| 1 | Check <b>size and weight</b> of article matches requirements | 2.2.1 |
|---|--|-------|

|   |  |       |
|---|--|-------|
| 2 | Follow all guidelines for recommended article <b>shape</b> | 2.2.2 |
|---|--|-------|

|   |   |       |
|---|---|-------|
| 3 | Check article matches the <b>type</b> allowed | 2.2.3 |
|---|---|-------|

|   |  |     |
|---|--|-----|
| 4 | Check all <b>inscriptions</b> are displayed on article | 2.3 |
|---|--|-----|

|   |   |     |
|---|---|-----|
| 5 | Follow all <b>correct addressing</b> requirements | 2.6 |
|---|---|-----|

|                              |  |   |
|------------------------------|--|---|
| You can now prepare to lodge |  | 3 |
|------------------------------|--|---|

2.2 Article characteristics

2.2.1 Article size and weight

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

|                   | Small       | Small Plus  |
|-------------------|-------------|-------------|
| Maximum weight    | 125g        | 125g        |
| Minimum size      | 88 × 138mm  | —           |
| Maximum size      | 130 × 240mm | 162 × 240mm |
| Maximum thickness | 5mm         | 5mm         |

2.2.2 Article shape

When designing articles, Australia Post recommends that the following be considered:

- avoid shapes which have narrow parts that may tear, get entangled with other articles, cause injury to people or damage to postal equipment
- ensure a suitable surface area is provided to affix redirection stickers
- articles must have sufficient area to clearly display the inscriptions, which are detailed in section 2.3
- the size of letter box apertures to accommodate the article.

▼ Some suitable shapes for Impact Mail



▼ Some shapes not recommended for Impact Mail



Not recommended because the long legs are 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 sticker.



### 2.2.3 Article type

The construction of Impact Mail articles is not limited to paper based stock. Articles can be made from a range of non-paper materials such as rubber, plastic, vinyl, leather or wood provided they are no more than 5mm in thickness and are not likely to cause injury to people or damage other postal articles or equipment.



Articles constructed of material other than paper based stock must be submitted to Australia Post for testing and approval prior to lodgement. Testing details are supplied in section 2.8.

Australia Post recommends that Impact Mail articles made of paper or card 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/bulkmail](http://auspost.com.au/bulkmail).

### 2.2.4 Sealing of articles

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

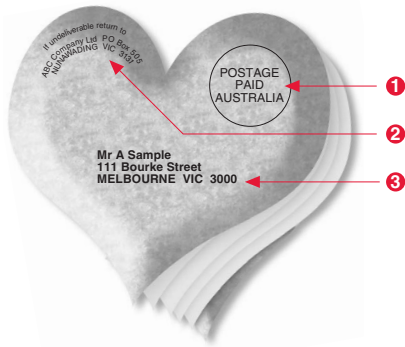
Each article must be secured by a fastening that is *not likely to damage other postal articles nor injure persons handling it*. Where fasteners are used, they must be appropriate to the thickness of the article, and the ends closed together. Staples and any metal fasteners are discouraged, as they are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

### 2.3 Article layout

Because Impact Mail follows a specialised processing stream, specific zones do not apply – allowing flexibility in the placement of the delivery address and inscriptions.

The following sections specify the inscriptions required:

- ❶ **Postage indicator** section 2.4
- ❷ **Return address** section 2.5
- ❸ **Delivery address** section 2.6



### 2.4 Postage indicator

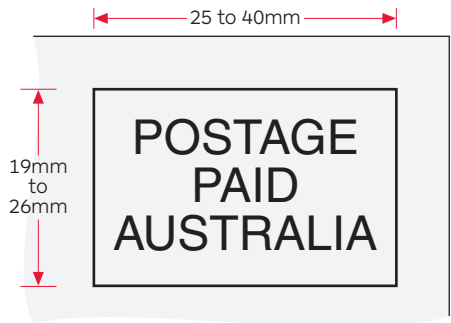
The Postage Indicator must be positioned on the address side of the article, above and to the right of the address.

#### 2.4.1 Postage Paid Imprint

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

The words POSTAGE PAID AUSTRALIA need to be printed within in a border. The following dimensions are recommended:

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



#### 2.4.2 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 (see example illustration).

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



### 2.4.3 Postage meter impression

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

The published price must be printed above and to the right of the address. If a date is included in the meter impression it must be the date of lodgement.

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

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



### 2.4.4 Colour of postage indicators

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

## 2.5 Return address

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

Australia Post recommends return addresses to be:

- on the address side of the article, above and to the left of the address, or on the back of the article
- no larger than 8 point font preferred
- with no bolding
- with font and colour less prominent than that of the delivery address.

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

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

*If undeliverable, return to:*

ABC Company Ltd  
PO Box 575  
NUNAWADING VIC 3181

Variations to these requirements should be submitted for approval. Refer section 2.8.

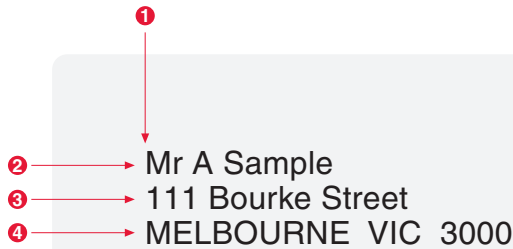
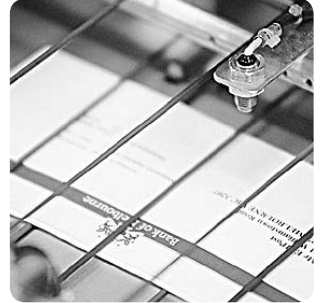
## 2.6 Delivery address

The address to which the article is to be delivered.

### 2.6.1 Address layout

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

- ❶ **Address lines** should be aligned left. Any font can be used for the delivery address as long as it is clearly readable, preferably in 12 point size.
- ❷ **Additional address information** such as business or person's name, must be placed above the last two lines of the address and not below, alongside or within these lines.
- ❸ **Second last line** – Must contain the number and name of the street or thoroughfare or post office box or bag number.
- ❹ **Bottom line** – Must contain the locality, the state or territory abbreviation and the postcode.<sup>1</sup>  
Australia Post requires that this line is printed in CAPITALS.



Address labels may be used but must be 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. Please ensure it remains visible irrespective of insert movement.

The address must be parallel to the long side of the article.

<sup>1</sup> Any application for variations or additions to this format should be submitted and approved prior to lodgement. Refer to section 2.8.

## 2.7 Barcoding

Impact Mail articles do not need to be barcoded.

Articles that have incorrect, corrupt, out of specification or illegible 4-state barcodes are not eligible for access to the Impact Mail service.



Mr A Sample  
111 Bourke Street  
MELBOURNE VIC 3000

For more information please visit [auspost.com.au/barcoding](https://auspost.com.au/barcoding).

## 2.8 Testing

Non-paper articles must be submitted to Australia Post for testing and approval prior to lodgement.

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

- shape
- window panel quality
- article colour, patterns or watermarks
- article material or construction
- flexibility
- correct addressing compliance
- positioning of logos, advertising and other printing.

Requests for testing should be directed to either your Australia Post account manager or the contacts detailed at the front of this guide.



## 2.9 Summary checklist

### Impact Mail preparation involves:

- ✓ Checking the size and weight of the article to ensure it is acceptable.
- ✓ Following all guidelines for recommended article shape.
- ✓ Ensuring the material used to construct the article is acceptable.
- ✓ Ensuring all inscriptions are displayed on the article.
- ✓ Ensuring all correct addressing guidelines are followed.

# 3. Impact Mail lodgement

## 3.1 Lodgement overview

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

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

|   |                               |     |
|---|-------------------------------|-----|
| 1 | Choose <b>sort categories</b> | 3.2 |
|---|-------------------------------|-----|

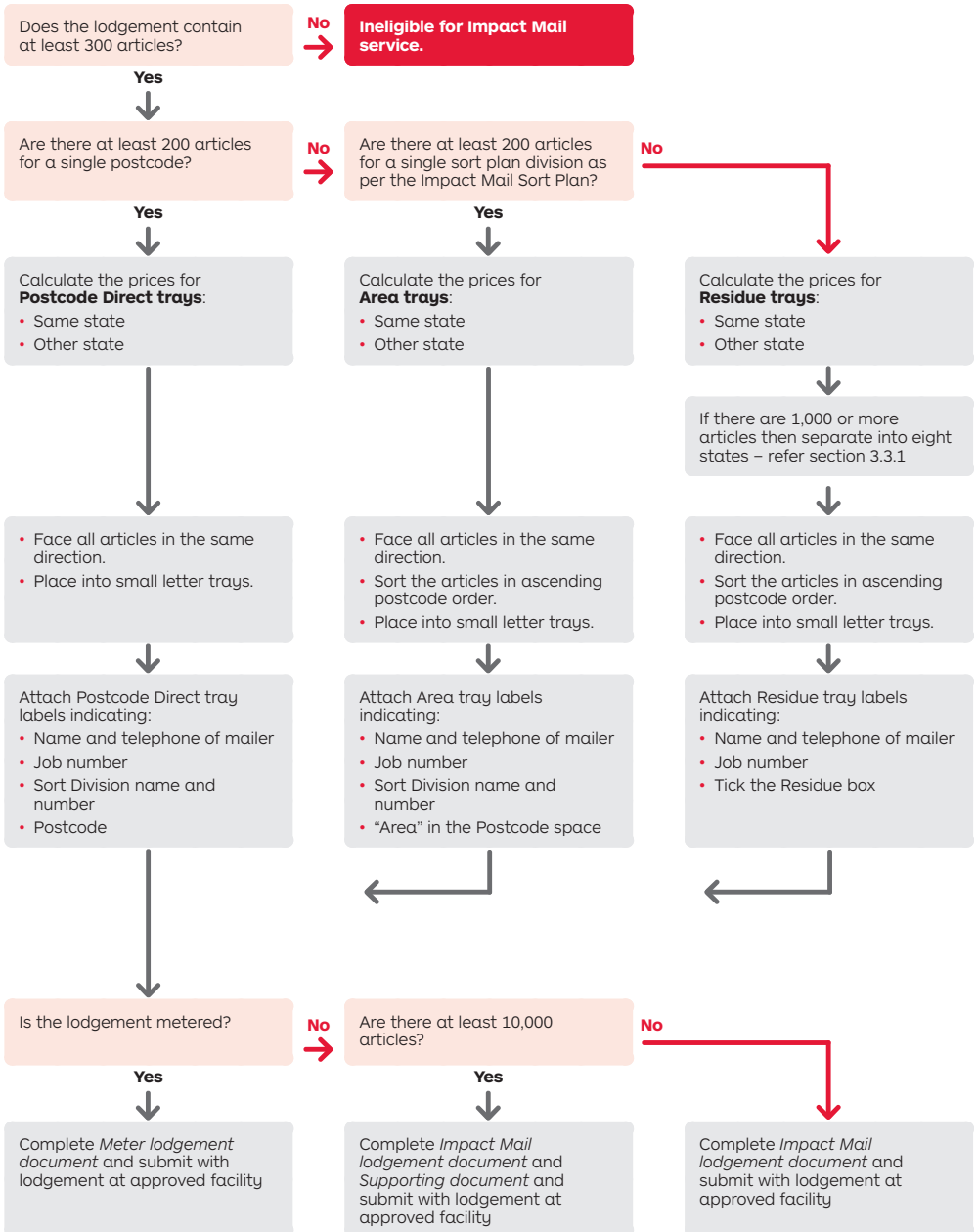
|   |                                 |     |
|---|---------------------------------|-----|
| 2 | Prepare the <b>letter trays</b> | 3.3 |
|---|---------------------------------|-----|

|   |   |     |
|---|---|-----|
| 3 | Prepare and affix <b>tray labels</b> for each letter tray | 3.4 |
|---|---|-----|

|   |   |     |
|---|---|-----|
| 4 | Complete the <b>lodgement documentation</b> | 3.5 |
|---|---|-----|

**You're now ready to lodge**

## ▼ Sorting and lodgement summary flowchart



3.2 Sort categories

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

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

| Sort category         | Description   | To qualify  |
|-----------------------|---|---|
| Postcode Direct trays | Articles in separate trays for each postcode.   | The minimum quantity is 200 articles per postcode. Remaining articles become “Residue”.           |
| Area trays            | Articles in separate trays according to the Impact Mail Sort Plan of postcode ranges (see below). | The minimum quantity is 200 articles per sort plan division. Remaining articles become “Residue”. |
| Residue trays         | Articles not sorted into a Sort Plan, arranged in ascending postcode order.                       | No minimum quantity. (The total lodgement must contain at least 300 articles.)                    |

3.2.1 Impact Mail Sort Plan

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

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

▼ Part of the Impact Mail Sort Plan – postcode ranges assigned to each division number

**Print Post (including Impact Mail) Sort Plan – Valid from 1 March 2016 to 31 August 2016**

Denotes changes made from previous plan

◆ Gateway facility for Linehaul

| Postcode ranges                                  | PreSort Indicator | Metro / Country | Sort Division  |
|--|-------------------|-----------------|--|
| <b>Australian Capital Territory</b>              |                   |                 |  |
| 0200–0299; 2580–2589; 2591–2639; 2900–2920       | 150               | M               | CANBERRA MC; ALL 8 Nyrang Street Fyshwick ACT 2609 ◆             |
| 1936–1940; 2640–2647; 2657–2660; 2708–2714; 2716 | 190               | C               | MURRAY REG MSC; ALL 54 Catherine Crescent Laverton Victoria 3026 |
| 1941–1945; 2590; 2649–2656; 2661–2707; 2708      |                   |                 |  |

Upon lodgement, Australia Post staff perform a check to determine if articles have been sorted correctly. Australia Post reserves the right to reject a lodgement if an unacceptable number of articles are incorrectly sorted.

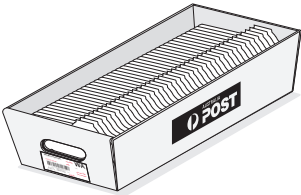


3.3 Preparation of letter trays

Obtain letter trays at no cost from your local lodgement facility.

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

- face all articles in the same direction
- sort the articles in ascending postcode order
- do not bundle or tie the articles
- place the article into small letter trays with addresses facing the front (label end) of the tray.



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

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.

3.3.1 State separation of Residue trays

| For Residue volumes of:  | Then:   |
|--------------------------|---|
| Less than 1,000 articles | Affix tray labels for the state where the lodgement is occurring  |
| 1,000 or more articles   | Separation of articles by state is optional but recommended, as follows: <ul style="list-style-type: none"><li>• place articles into separate trays for each state – NSW, ACT, VIC, QLD, SA, WA, TAS and NT as defined in the Impact Mail Sort Plan</li><li>• affix tray labels for the state of the destination.</li></ul> |

3.4 Completing tray labels

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

3.4.1 Preprinted tray labels

Australia Post provides preprinted tray labels at no cost, for each state: NSW, ACT, VIC, QLD, SA, WA, TAS and NT.

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

The process for completing preprinted tray labels is as follows:

- 1 Write your name and telephone including area code in the Sender space.
- 2 Write your Job Number in the Job No. space (this number is optional, and is created by and relevant to you and should match with lodgement documentation).
- 3 Write the lodgement date in the Lodgement Date space (this is optional, but must be the correct date of lodgement if shown).
- 4 To indicate the correct sort category, see **A**, **B** and **C** examples below

**Western Australia** Date 2/6/2014 **WA**

Sorting Division PERTH MC; CBD 628 Postcode 6000 Residue

9113 39992006 883914307400

Small Tray **IMPACT Mail** Job Nr NAB 189 Sender Ajax Mail NSW (02) 9333 8888

8839143 JUL 2004

**4 A – For Postcode Direct trays**

**Western Australia** Date Postcode 6000 Residue

Sorting Division PERTH MC; CBD 628

**WA**

Sende

- Write the Sort Division name and number in the Sorting Division space
- Write the postcode in the Postcode space

**4 B – For Area trays**

**Western Australia** Date Postcode Area Residue

Sorting Division PERTH MC; CBD 628

**WA**

Sende

- Write the Sort Division name and number in the Sorting Division space
- Write the word “Area” in the Postcode space

**4 C – For Residue trays**

**Western Australia** Date Postcode Residue ☒

Sorting Division

**WA**

Sende

- Tick the Residue box

3.4.2 Labelling software

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

These labels must conform to specifications, which are subject to periodic review. Specifications may be obtained by downloading documentation from the Australia Post website **auspost.com.au/traylabels**. Third party software must be approved by Australia Post prior to use.

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

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

▼ Example VISA Postcode Direct tray label

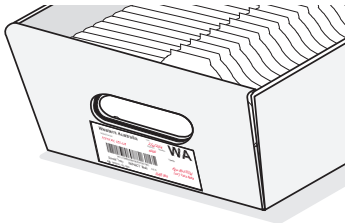
|   |                    |                   |                |
|---|--------------------|-------------------|----------------|
| <b>NTH RYDE DC</b>  |                    | <b>NSW</b>        |                |
| <b>ALL_2109 Regular</b>   |                    | New South Wales   |                |
|  |                    | Customer Name VIC |                |
| 9112 35022109 123530087441  |                    | 08 8888 8888      |                |
| <b>Small Tray</b>   | <b>Impact Mail</b> | 88888888          |                |
| VISA 4v1-031812353  |                    | Job Nr            | Lodgement Date |

3.4.3 How to affix tray labels to letter trays

Label pockets are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

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



All articles in a lodge must be within the same size category.

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

Impact Mail lodgement document  
(8839151)

[illegible]

Meter lodgement document  
(8838236)

[illegible]

Each lodgement in excess of 10,000 articles requires an *Impact Mail Supporting Document*. There is no standard form provided by Australia Post, so create your own supporting document – a simple Word (or equivalent) document suffices.

| Sort category         | List the number of articles   |
|-----------------------|---|
| Postcode Direct trays | <p>❶ for each postcode</p> <p>❷ the total for Postcode Direct trays</p> |
| Area trays            | <p>❸ for each PreSort Indicator</p> <p>❹ the total for Area trays</p>   |
| Residue trays         | <p>❺ for each state and territory</p> <p>❻ the total for Residue</p>    |

|  |  |                                      |
|--|--|--------------------------------------|
| <b>Impact Mail supporting document</b>     |  | Date: <b>2/6/2014</b>                |
| Customer: <b>ABC Company</b>               |  | Job no.: <b>26154</b>                |
| Campaign name: <b>Butterfly mailing</b>    |  |                                      |
| Total articles: <b>3179</b>                |  | Weight per article: <b>120 grams</b> |
| State of lodgement: <b>NSW Strathfield</b> |  |                                      |

| 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    |

### 3.5.3 Where and when to lodge

Articles must be presented during business hours at an approved lodgement facility. Locate the closest, most appropriate facility by using the contact information at the front of this guide.

Due to limited spare capacity at some lodgement facilities you are requested to provide advance notice to the Officer-In-Charge of the facility for lodgements over 50,000 articles, no later than Friday of the week prior to lodgement. If you make regular lodgements at the same facility you can request a standing lodgement arrangement and avoid the need for notification.

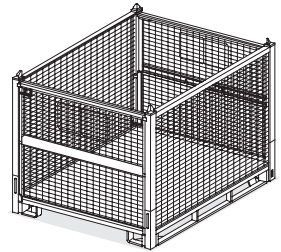
For the delivery timetable to apply on the day of receipt, lodgements of Impact Mail must be made during the business hours applicable to the lodgement facility involved, but no later than 6pm.

Impact Mail articles cannot be lodged in street posting boxes.

### 3.5.4 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 mail 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, you should ensure that each ULD is used as efficiently as possible.

ULD labelling

It is a requirement that you affix a label to each ULD, containing the following information:

- 1 the name of the Mailing Agent
- 2 the delivery timetable “REGULAR”, in a **bold** font, of at least 18 point size.
- 3 the lodgement date
- 4 the number of ULDs in the lodgement (eg 1 of 8, 2 of 8, etc)
- 5 the gross weight (actual or deemed) of the ULD and its contents
- 6 the Job Number (or reference), and customer name for each individual job contained in the ULD
- 7 the number of trays for each individual job contained in the ULD (optional, but must be correct if shown).

|                   |                      |           |                |     |
|-------------------|----------------------|-----------|----------------|-----|
| Mailing agent     | <b>Ajax Mail NSW</b> | ← 1       | <b>REGULAR</b> | ← 2 |
| Date:             | <b>2/6/2014</b>      | ← 3       |                |     |
| ULD number:       | <b>1 of 8</b>        | ← 4       |                |     |
| ULD gross weight: | <b>467kg</b>         | ← 5       |                |     |
| Job no.s:         | Customer name:       | Trays:    |                |     |
| <b>145</b>        | <b>ABC Company</b>   | <b>10</b> |                |     |
| <b>153</b>        | <b>123 Company</b>   | <b>4</b>  |                |     |
| <b>158</b>        | <b>XYZ Company</b>   | <b>6</b>  |                |     |

↑

6

↑

↑

7

↑

Australia Post prefers ULD labels to be affixed on the front and back.

### 3.6 Summary checklist

#### Lodgement of Impact Mail articles involves:

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





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

## 2 Interpretation

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

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<sup>1</sup> The Australia Post Terms and Conditions are available for perusal at post offices and on Australia Post's website at [auspost.com.au/terms](https://auspost.com.au/terms).

### **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 maximum extent permitted by law (including the Competition and Consumer Act 2010 (Cth)), we expressly disclaim all guarantees, conditions and warranties, express or implied, in respect of our supply of any Services. If any guarantee, condition or warranty is implied into this agreement pursuant to any legislation (including without limitation the Competition and Consumer Act 2010 (Cth)) and the legislation avoids or prohibits provisions in a contract excluding or modifying the application of, exercise of, or liability under such guarantee, condition or warranty, the guarantee, condition or warranty shall be deemed to be included in this agreement, provided that, where it is fair and reasonable to do so, our liability for breach of the guarantee, condition or warranty shall, if the legislation permits, be limited (at our option) to any one or more of the following:

- (a) in the case of goods, to:
  - (i) replacing the goods; or
  - (ii) supplying equivalent goods; or
  - (iii) repairing the goods; or
  - (iv) paying the cost of replacing the goods or acquiring equivalent goods, or paying the cost of having the goods repaired; and
- (b) in the case of services, to:
  - (i) re-supplying the service; or
  - (ii) paying the cost of re-supplying the service,

in respect of which the breach occurred, and otherwise shall be limited to the maximum extent permitted by law.

- 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.

[illegible]

## For more information

Please contact your Australia Post Account Manager or email us for more information about Impact Mail and details about special conditions.



**[impactmail@auspost.com.au](mailto:impactmail@auspost.com.au)**



**[auspost.com.au](https://auspost.com.au)**