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International mail services guide

August 2015



Australia Post headquarters
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International mail services guide

August 2015

■ Purpose

The *International mail services guide* contains information regarding the availability, specific conditions and limitations to international post services. This guide is revised and published periodically. Refer to the online guide at auspost.com.au/international for the countries served and their specific conditions and limitations.

■ Terms and Conditions of service

Under the *Australian Postal Corporation Act 1989*, the Board of the Australian Postal Corporation determines the terms and conditions that apply to postal services. Terms and conditions are contained in the *Australia Post Terms and Conditions (APT&C)* and *Determination of Postage Charges (Rates Determination)*, which are available on our website at auspost.com.au/terms.

■ Disclaimer

Although Australia Post has made every effort to ensure accuracy of the contents of this guide at the time of publication, Australia Post makes no warranty, guarantee or representation regarding the correctness, completeness, reliability, suitability or accuracy of this guide. The information in this guide may be revised at any time and services may be modified, added to or withdrawn without notice. Up-to-date information is available from any post office. Australia Post shall not be liable to any person for any loss or damage of any kind whatsoever arising from any errors or omissions in this guide or from reliance placed upon all or any part of the contents of this guide.

■ Instructions

The *International mail services guide* contains references to other guides in the series. These are listed below and available for download from auspost.com.au/postguides.

- *Dangerous and prohibited goods and packaging guide (8833729)*
- *Domestic parcels guide (8833732)*
- *General products and services guide (8837578)*
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How to use this guide

This guide contains detailed reference material about Australia Post's International Post service.

To help you go directly to the right place, set out below are the most common questions and the quick way to find the right answers.

A numeric reference, for example **Φ1.1.1**, refers to the section number in this guide. A reference in italics, for example *Post charges booklet (8833665)* refers to another Australia Post publication.

All details of International Post charges are in the *Post charges booklet*.

All details about the services available to each country are available online at auspost.com.au/international. Countries are listed alphabetically. This guide shows the availability of services and any special limitations or conditions that might apply.

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How long to deliver?

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For the meaning of “usual delivery time”, refer to **Usual delivery time** **Φ1.8**

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What if I have other queries?

Check:

- the **Table of contents** at the front of the guide
- the **Index** at the back of the guide

If you cannot find what you need, telephone **13 POST (13 7678)**.

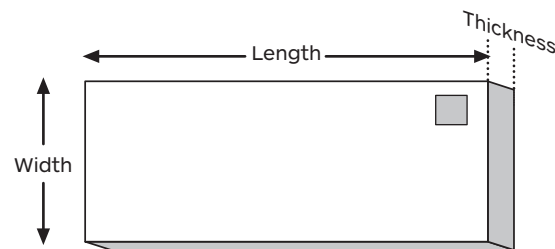
Section 1 – International Post definitions

Φ1.1 – Air Mail letters

For international purposes, an Air Mail letter is a rectangular article with a length, a width, a thickness, and a weight. Air Mail letters include:

- a postcard or greeting card – refer to Φ1.1.3 for the special conditions that apply
- an aerogramme – refer to Φ1.1.4 for the special conditions that apply.

All Air Mail letters are carried by Air Mail.



Φ1.1.1 – Air Mail letter sizes

An Air Mail letter is an article that conforms to the limits shown below. Any article with any measurement that exceeds these limits is not an Air Mail letter – it is an international parcel.

Dimension	Maximum
Length	360 mm
Width	260 mm
Thickness	20 mm
Weight	500 grams

■ ISO recommended envelope sizes for Air Mail letters

The International Organisation for Standardisation (ISO) recommends the following envelope sizes:

DL	110 mm × 220 mm
C6	114 mm × 162 mm
C5	162 mm × 229 mm
C4	229 mm × 324 mm
B4	353 mm × 250 mm

Φ1.1.2 – Contents of a letter (including a Registered Post prepaid envelope)

■ Written correspondence and documents

An Air Mail letter that contains anything other than written correspondence or documents must have the appropriate completed customs form affixed to the front of the envelope. Written correspondence or documents **do not include** books or magnetic or optical recording media such as tapes, cassettes, computer discs, compact discs and other digital storage devices.

The option to include duty-payable items and affix a customs form is not available with Express Post International letters or Registered Post International letters. **These two services are available only for written correspondence or documents.**

Some countries prohibit duty payable articles or merchandise in Air Mail letters – refer to auspost.com.au/international.

■ Aerogrammes

Aerogrammes that contain insertions of written correspondence or documents attract the full Air Mail letter post charge.

■ Postcards and greeting cards

Enveloped postcards and greeting cards that contain other insertions attract the full Air Mail letter post charge.

Φ1.1.3 – Postcard or greeting card

A postcard or greeting card is a single card containing a written or printed message. It attracts a special post charge – refer to *Post charges booklet* (8833665). An article with any measurement outside the limits shown in the table is not a postcard or greeting card – it attracts either the full Air Mail letter post charge or the international parcel post charge and may have problems being processed.

Dimension	Maximum	Minimum
Length	240 mm	138 mm
Width	130 mm	88 mm
Thickness	5 mm	–
Weight	20 grams	–

■ Enveloped cards

Senders may enclose a postcard or greeting card in an envelope no larger or heavier than the maximum dimensions shown above. The envelope must contain no other insertions. The front of the envelope must contain the endorsement **CARD ONLY** in the top left-hand corner.

An enveloped card that contains other insertions, that exceeds the maximum dimensions or weight, or that does not have the endorsement attracts the full Air Mail letter post charge.

Φ1.1.4 – Aerogramme

An aerogramme is a single sheet of paper suitably folded and sealed on all sides. It is sent by Air Mail to any international destination. Australia Post provides prepaid aerogrammes at a uniform price to any destination in the world – refer to *Post charges booklet* (8833665). Subject to Australia Post approval, private manufacturers may also provide aerogrammes.

Dimension	Maximum	Minimum
Length (folded)	220 mm	138 mm ¹
Width (folded)	110 mm	88 mm
Paper density	50 gsm	45 gsm

1 The length must be at least 1.414 times the width.

■ **Minimum length of an aerogramme**

An aerogramme must be distinctly rectangular in shape – that is, the length must be at least 1.414 times the width with a minimum length of 138 mm. The table shows the minimum allowed folded length (in millimetres), for each possible folded width of an aerogramme.

Width (mm)	88 to 97	98	99	100	101	102	103	104	105	106	107	108	109	110
Minimum length (mm)	138	139	140	142	143	145	146	148	149	150	152	153	155	156

■ **Privately manufactured aerogrammes**

A privately manufactured aerogramme must conform to the dimensions above. It must also contain the following printed endorsements:

- **APPROVED BY AUSTRALIA POST AS AEROGRAMME NO. xxx** on the back of the folded aerogramme.
- **FIX CURRENT AEROGRAMME POSTAGE STAMP** in a frame in the upper right-hand corner of the address side of the folded aerogramme, unless Australia Post has approved a Postage Paid imprint.

To obtain an Australia Post approved aerogramme number, manufacturers should submit eight proof copies of the aerogramme to the Australia Post sales manager in their state capital city.

■ **Insertions and labels**

An aerogramme must not contain any insertions. Senders may affix an address label to an aerogramme.

Φ1.2 – International parcels up to 20 kg

An international parcel is any article that is not an Air Mail letter, including a letter that exceeds the weight or dimensions in Φ1.1.1 and complies with the following requirements.

Φ1.2.1 – Maximum weight

The maximum allowed weight of an international parcel to most countries is **20 kg**, but it can depend upon the destination country and the international post service used to that country.

Refer to auspost.com.au/international for the maximum weight for each country.

Φ1.2.2 – Maximum size

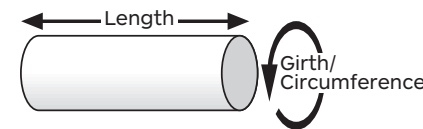
The **length** of the greatest linear dimension of an international parcel must not exceed **105 cm**.

The **girth** of an international parcel must not exceed **140 cm**.

Some examples of how to measure the length and girth follow.

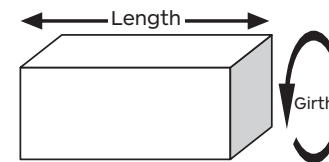
■ **Cylinders**

If the parcel is a long cylinder, its axis (length) must not exceed 105 cm and its circumference (girth) must not exceed 140 cm.



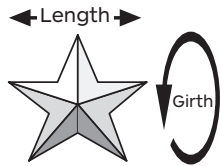
■ **Boxes**

If the parcel is box-shaped, then its length (its longest dimension) must not exceed 105 cm. The girth is achieved by measuring around all the other dimensions and must not exceed 140 cm. Eg. a parcel measuring 50 cm long, 30 cm high and 40 cm wide (0.3 m) + (0.3 m) + (0.4 m) + (0.4 m) = girth 140 cm (1.4 m).



■ Irregular shapes

If the parcel is irregular in shape, its length is the distance between the two furthest-apart points on the surface of the article and must not exceed 105 cm. The girth, measured around the “widest” part of the article at right angles to its length, must not exceed 140 cm.



Φ1.2.3 – Minimum size

The girth of a parcel must be at least 16 cm. For example, a broom handle or a pencil-shaped parcel is not acceptable.

If the parcel is box-shaped, both its length and its width must be at least 5 cm.

Φ1.3 – Print Post direct bags international (M bags)

Customers using the Print Post direct bag international service may obtain mail bags from the Australia Post office of lodgement. Each bag can contain only a consignment of printed papers (including books, magazines and other publications) to a single addressee at a single international address. Print Post direct bags use the Sea Mail service for selected countries (available online at auspost.com.au/international), and the Air Mail service for all other zones. Post charges are assessed on the total weight of the bag and its contents – refer to the *Post charges booklet* (8833665).

Φ1.3.1 – Weight

The **maximum** allowed weight of each bag and contents is **16 kg**.

The **minimum** allowed weight of each bag and contents is **5 kg**.

Φ1.3.2 – Address labels

Each bag must have a sturdy label attached to its neck that contains full consignment address details. The label must be at least 90 mm × 140 mm. Customers must attach all customs documentation to the label. Where individual packets are contained and addressed within the bag, each packet of printed papers must also bear the consignment address as shown on the label.

Φ1.4 – Valuable items

Senders must obtain Extra Cover for all valuable items. Some countries do not accept valuable items. Some countries do not accept valuable items in Express Courier International or Express Post International parcels even if they have Extra Cover. Some countries do not accept valuable items in Registered Post International parcels (which must never exceed A\$500). Refer to auspost.com.au/international for more information.

Valuable items include:

- travellers' cheques
- securities of any kind payable to bearer
- platinum, gold or silver – whether manufactured or not
- jewels (but not costume jewellery)
- precious stones – which means all valuable natural mineral stone, silica or substances extracted from the ground, whether in their natural state, or refined, processed, set or treated, and includes semi-precious stones and any other natural or synthetic mineral, stone, silica or substance whether in a natural state, cut or uncut, refined, processed, set or treated
- other articles of high intrinsic value.

Φ1.4.1 – Prohibition of bullion, bank notes and coins

Australia Post prohibits bullion, bank notes and coins in all international postal articles – this includes all Australian notes of whatever issue or denomination, the bank notes or currency notes of any other country and coins in either Australian or foreign currency and includes coins made from precious metals whether or not such coins have a denomination. This prohibition applies even if the destination country accepts valuables.

Φ1.4.2 – Limitations by country

Each country either prohibits valuable items or accepts them only in articles with Extra Cover. Some countries distinguish between valuable items in Air Mail letters and in parcels. Some countries prohibit valuable items in the Express Courier International and Express Post International parcels service. Refer to auspost.com.au/international for specific conditions and limitations. Refer to Φ3.1 for specific Extra Cover information.

Φ1.5 – Duty payable articles

Some countries prohibit Air Mail letters containing items on which customs duty is payable. Some countries prohibit articles in the Express Courier International or Express Post International parcels on which customs duty is payable. Most countries accept international parcels subject to the payment of the appropriate customs duty. Any destination duties, taxes, brokerage charges or any other charges that may be imposed by the destination country can only be paid for by the receiver and the responsibility of accessing what fees may be applicable is the responsibility of the sender. Please check with the consulate of the country that you are sending to.

Φ1.6 – Infectious and non-infectious diagnostic substances and patient specimens

Dangerous and prohibited goods and packaging guide (8833729), Section D10.3, defines infectious substances and non-infectious substances.

Φ1.6.1 – Prohibition of infectious substances

Australia Post prohibits both Category A and B infectious substances in the International Post.

Φ1.6.2 – Limitations on non-infectious diagnostic substances and patient specimens

■ Responsibility of sender

The sender has a legal obligation to comply with these Acts and regulations. (*Dangerous and prohibited goods and packaging guide (8833729)*, Section D.10.3.3)

The sender of an infectious or non-infectious substance or non-infectious patient specimen must ensure that the article complies with:

- all Commonwealth, State and Territory legislation
- if appropriate for a non-infectious substance or non-infectious patient specimen, all international regulations including legislation in the destination country.

The sender has a legal obligation to comply with these Acts and regulations.

Australia Post accepts non-infectious diagnostic substances and patient specimens in the International Post only if the packaging, labelling, marking and documentation of the article comply with the requirements of *Dangerous and prohibited goods and packaging guide (8833729)*, Section D10.3.12. The following limitations also apply.

Articles containing non-infectious “diagnostic and biological” substances must:

- be exchanged only between recognised laboratories
- be permitted for carriage by mail in the destination country (refer to auspost.com.au/international)
- be carried by Air Mail (but not Express Courier International, Express Post International parcels)
- contain the necessary customs documentation
- if required, have obtained the necessary approval from:

Therapeutic Goods Administration
Export Subsection
PO Box 100
WODEN ACT 2600

■ Note:

The approval of the Therapeutic Goods Administration is required for:

- all articles containing substances obtained from human blood
- human body fluids, organs and other tissues if the volume of the container exceeds 50 ml.

■ Maximum weight

An article containing a non-infectious substance **must not** exceed 2 kg.

■ Limitations on sender and addressee

Both the sender and the addressee of a non-infectious diagnostic substance and a patient specimen must be a recognised laboratory.

■ Limitations on service

The sender of a non-infectious diagnostic substance and a patient specimen must use the Air Mail service. Senders cannot use the Sea Mail, Express Post International parcels or Express Courier International services.

■ Limitations by destination

Some countries do not accept non-infectious diagnostic substances and patient specimens. Refer to auspost.com.au/international.

For further information refer to the Department of Health and Ageing Therapeutic Goods Administration (www.tga.gov.au).

Φ1.7 – Poste Restante

Senders of mail to visitors to some countries can address the mail in the care of a post office. The addressee may collect the article from the post office counter on production of appropriate identification. The international term for this facility is Poste Restante.

Before sending Poste Restante mail, senders should check with the addressee that the Poste Restante facility is available at the addressed post office.

Some countries do not accept Express Post International parcels or Express Courier International articles addressed Poste Restante. Refer to auspost.com.au/international or contact the ECI customer contact centre on **1800 007 678**.

Φ1.8 – Usual delivery time

The online guide at auspost.com.au/international shows the usual delivery time for a letter containing documents only sent by each available service to each destination country. **This is a guide only.**

The usual delivery time is the estimated time in business days from lodgement of an ordinary letter in an Australian metropolitan area to its delivery in a metropolitan area of a destination country.

Times may be longer for merchandise, large letters, parcels and articles sent from or to non-metropolitan areas and may include time in customs.

■ Sea Mail parcels

The usual delivery time is 2–3 months. Refer to **Φ2.8**.

Section 2 – International Post services

Φ2.1 – Express Courier International



Express Courier International (ECI) is the premium door-to-door international courier service for letters, documents and merchandise.

ECI prepaid envelopes, satchels and boxes are available from post offices. ECI serves more than 190 countries.

Refer to auspost.com.au/international for the countries served, the specific conditions and limitations, and the usual delivery times, or contact the ECI customer contact centre on **1800 007 678**.

Φ2.1.1 – Maximum weight

To **most** countries, the maximum weight of an ECI article is **20 kg**. Refer to auspost.com.au/international for the specific maximum weight for each country.

Φ2.1.2 – Categories of Express Courier International articles

ECI articles are in two categories, which have different post charges – documents and merchandise. For further information refer to *Post charges booklet* (8833665).

■ 1. Documents

Documents include personal or business correspondence, papers and forms. Senders should endorse the ECI *Airway Bill* (8832731) DOCUMENTS / BUSINESS PAPERS ONLY.

Documents **do not** include:

- personal photographs
- calendars or diaries
- books or booklets
- tapes, cassettes, computer discs, compact discs and other digital storage devices.

Such items are non-documents / merchandise and senders must declare them as such.

■ 2. Non-documents / merchandise

Senders must declare all non-document items as merchandise and fully complete all details on the declaration.

■ Merchandise “not for sale”

If the merchandise is “not for sale” in the destination country, senders must complete the ECI *Airway Bill* (8832731).

Merchandise “for sale”

If the merchandise is “for sale” in the destination country, senders must complete the ECI *Airway Bill* (8832731) and include a commercial invoice in triplicate on the sender’s company letterhead. The invoice should be typed.

Gifts

If the item is a gift – ensure that a full description is written stating what the gift or gifts are.

Φ2.1.3 – Additional documentation

The sender is responsible for finding out if the destination country requires any additional documentation attached to or enclosed in an ECI article. Destination countries may return as undeliverable any articles with inaccurate or incomplete documentation.

Customers sending goods of A\$2,000 or more in value must obtain an Export Declaration Number from Customs before sending the goods. Refer to **Φ5.4.2** for more details.

Φ2.1.4 – Lodgement

Senders may lodge ECI articles:

- over the counter at any post office
- by courier pick-up (for an additional fee) if the paperwork is produced on Click and Send (refer to **Φ3.3**).

Prepaid ECI articles may be lodged in any yellow street posting box or by the above methods.

Assessed articles must be lodged either over the counter, by courier collection or at a business centre.

Φ2.1.5 – Destination duties and taxes

The sender is responsible for finding if the destination country may impose duties, taxes, brokerage fees or any other fees that may be applied on the item that is being sent. Please contact the consulate office of the country you are sending to.

Φ2.1.6 – Despatch and delivery

All ECI articles receive:

- premium streaming and handling in Australia for connection with priority international airline flights
- fully scanned tracking in most developed countries
- courier or express postal delivery in the destination country
- signature recorded on delivery.

Refer to auspost.com.au/international for the destinations served in each country and anticipated delivery times.

Φ2.1.7 – Extra Cover with Express Courier International articles

International Extra Cover up to A\$5,000 is available on all ECI items to all ECI destinations. Refer to the *Post charges booklet (8833665)* for the prescribed fee. Senders must comply with the international Extra Cover conditions at Φ3.1.

Φ2.1.8 – Addressing

■ Postcodes and telephone numbers

Senders should, where possible, show the postcode and telephone or fax number in both the sender's and the addressee's address details in legible English. Additional address details in destination language can be added, however the destination city and country must be written in legible English.

For specific country address specifications, refer to auspost.com.au/international. This allows the destination authority that delivers ECI items to:

- quickly contact the sender in case of incomplete documentation
- contact the addressee to arrange delivery if the first delivery attempt fails.

■ Post office boxes and for collection at post offices

Senders should address ECI articles to a street address. Use a post office box or Poste Restante only if a street delivery address is unavailable. In many countries, the destination authority that delivers ECI items notifies the addressee by mail of the arrival of an article addressed to a post office box. Some countries do not accept ECI articles addressed to a post office box or Poste Restante.

Refer to auspost.com.au/international or contact the ECI customer contact centre on **1800 007 678**.

Φ2.1.9 – Packaging

Prepaid packaging is available in nine sizes, refer to the information below on dimensions and weight restrictions (for prepaid packaging only). Contract packaging does not have specific weight steps, however it cannot exceed 20 kg:

Product	Maximum weight	Dimensions
Envelopes	500 grams	390 × 290 mm
	1 kg	368 × 258 × 38 mm

Product	Maximum weight	Dimensions
Satchels	500 grams	355 × 235 mm
	1 kg	390 × 285 mm
	2 kg	405 × 340 mm
	3 kg	490 × 380 mm
Boxes	5 kg	440 × 140 × 310 mm
	10 kg	410 × 265 × 300 mm
	20 kg	500 × 350 × 440 mm

Customers can wrap and pack, if preferred.

For ECI prices refer to the *Post charges booklet (8833665)*.

Φ2.1.10 – Express Courier International prohibitions

In addition to the items prohibited by the *Dangerous and prohibited goods and packaging guide (8833729)*, the following items cannot be sent via the ECI service:

- animals
- antiques
- asbestos
- bees, leeches, silkworms or any other animals or living organisms
- biological substances – infectious or non-infectious
- bullion
- counterfeit or pirated goods or material
- coins
- currency
- firearms, weapons, ammunition (or parts thereof)
- furs
- hazardous or combustible materials (as defined in IATA regulations)
- human remains (including human ashes)
- ivory
- jewellery
- lithium batteries and products containing lithium
- narcotics (illegal)
- negotiable instruments in bearer form
- perfumery products
- perishable items
- pornography
- precious metals and stones
- watches valued in excess of A\$150
- precious stones (which means all valuable natural mineral stone, silica or substances extracted from the ground, whether in their natural state, or refined, processed, set or treated, and includes semi-precious stones and any other natural or synthetic mineral, stone, silica or substance whether in a natural state, cut or uncut, refined, processed, set or treated.)
- property (The carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the shipment may be carried.)
- wine (Some countries, including USA prohibit wine.)

Most countries have specific additional prohibitions. Refer to auspost.com.au/international.

Φ2.1.11 – Supplementary services

The international Extra Cover service (up to A\$5,000) is available with ECI. Senders must comply with the international Extra Cover conditions – refer to Φ3.1. Refer to auspost.com.au/international for the availability and any limitations to specific countries. This service attracts additional fees. For further information on this service, contact the ECI customer contact centre on **1800 007 678**.

Φ2.2 – Express Post International letters

Express Post International letters (EPI letters) is a simple, reliable and cost-effective service for guaranteed priority despatch of correspondence and documents.

Φ2.2.1 – The Express Post International letters guarantee

Express Post International letters service guarantees (subject to availability of flights) next-business-day air despatch for correctly addressed and lodged envelopes from the postcode areas shown to the most popular destinations. The online guide at auspost.com.au/international shows whether the guarantee applies to a particular country and also shows the usual delivery time for countries where the guarantee does not apply.

State	City or district	Postcodes
NSW	Sydney	2000–2249; 2555–2574; 2740–2786
	Gosford	2250–2263
	Newcastle	2280–2300; 2302–2310
	Tweed Heads / Murwillumbah	2484–2490
	Wollongong	2500–2530
ACT	Canberra	2600–2639; 2900–2920
Victoria	Melbourne	3000–3210
	Geelong	3211–3220
	La Trobe Valley	3825; 3840–3844

State	City or district	Postcodes
Queensland	Brisbane	4000–4209
	Gold Coast	4210–4299
	Booval / Ipswich	4300–4305
	Strathpine / Caboolture	4500–4510; 4520
	Sunshine Coast	4550–4601
	Maryborough City	4650
	Hervey Bay City	4655
South Australia	Adelaide	5000–5199, 5942, 5950
Western Australia	Perth	6000–6205
Tasmania	Hobart	7000–7019; 7050–7053; 7055
	Northern Tasmania	7248–7325

Φ2.2.2 – Express Post International prepaid envelopes

This service is available only if you use Express Post International letters prepaid envelopes. The price of each envelope includes the postage to any overseas destination. The table shows the available Express Post International letters envelopes.

Envelope	Dimensions	Maximum weight	Maximum thickness	Unit of sale
C5	162 mm × 229 mm	500 grams	20 mm	• Single envelope • Pack of 10
B4	353 mm × 250 mm	500 grams	20 mm	• Single envelope • Pack of 10

Prices depend on the quantity purchased. Refer to the *Post charges booklet* (8833665).

Φ2.2.3 – Insertions

Refer to Φ1.1.2 – **Contents of a letter**. No item requiring a customs declaration may be included.

Φ2.2.4 – Documentation

Senders must sign the declaration on the envelope. No other documentation is required.

Φ2.2.5 – Lodgement methods and times

With Express Post International letters, there are no stamps to buy or forms to fill out.

1. Purchase your Express Post International letters envelope.
2. Complete the address on the front of the envelope and the sender's details on the back.
3. Sign the declaration on the envelope.
4. Remove and retain the **SENDER TO KEEP** lift-and-peel tab from the front of the envelope.
5. Lodge in a yellow street posting box or over the counter at a post office.

■ Lodgement times – Express Post yellow street posting boxes

Post your Express Post International letters envelope in an Express Post yellow street posting box by **6pm** on any business day. The following places have earlier times (ask your local post office for details):

- Perth (outside the CBD)
- Queensland provincial centres
- some New South Wales provincial centres.

■ Lodgement times – over the counter

Lodge your Express Post International letters envelope over the counter at any post office by the advertised Express Post post-by time. At most large offices in metropolitan areas, this is **5pm**.

For further information on this service, contact the Express Post International customer contact centre on **1800 007 678**.

Φ2.3 – Express Post International parcels



Express Post International parcels (EPI parcels) is a simple, reliable and cost-effective service for the priority despatch of documents and merchandise.

Express Post International prepaid envelopes, satchels and boxes are available from post offices. Express Post International serves more than 190 countries. Refer to auspost.com.au/international for the countries served, the specific conditions and limitations, and the usual delivery times, or contact the Express Post International customer contact centre on **1800 007 678**.

Φ2.3.1 – Packaging

Prepaid packaging is available in five sizes, refer to the information below on dimensions and weight restrictions (for prepaid packaging only):

Product	Maximum weight	Dimensions
Satchels	2 kg	405 × 340 mm
	3 kg	490 × 380 mm
Boxes	5 kg	440 × 140 × 310 mm
	10 kg	410 × 265 × 300 mm
	20 kg	500 × 350 × 440 mm

Customers can wrap and pack, if preferred.

For Express Post International prices refer to the *Post charges booklet* (8833665).

Φ2.3.2 – Documentation

Senders must sign the Express Post International *Airway Bill* (8839431) for both prepaid and assessed items.

Express Post International parcels serve more than 190 countries. Refer to auspost.com.au/international for the countries served, the specific conditions and limitations, and the usual delivery times or contact the Express Post International customer contact centre on **1800 007 678**.

Φ2.3.3 – Maximum weight

To **most** countries, the maximum weight of an Express Post International parcel is **20 kg**. Refer to auspost.com.au/international for the specific maximum weight for each country.

Φ2.3.4 – Categories of Express Post International parcels

Express Post International parcels are in two categories, documents and merchandise. For further information refer to *Post charges booklet* (8833665).

■ 1. Documents

Documents include personal or business correspondence, papers and forms. Senders should endorse the Express Post International *Airway Bill* (8839431) **DOCUMENTS / BUSINESS PAPERS ONLY**.

Documents **do not** include:

- personal photographs
- calendars or diaries
- books or booklets
- tapes, cassettes, computer discs, compact discs and other digital storage devices.

Such items are non-documents / merchandise and senders must declare them as such.

■ 2. Non-documents / merchandise

Senders must declare all non-document items as merchandise and fully complete all details on the declaration.

Merchandise “not for sale”

If the merchandise is “not for sale” in the destination country, senders must complete the Express Post International *Airway Bill* (8839431).

Merchandise “for sale”

If the merchandise is “for sale” in the destination country, senders must complete the Express Post International *Airway Bill* (8839431) and include a commercial invoice in triplicate on the sender’s company letterhead. The invoice should be typed.

Gifts

If the item is a gift, ensure that a full description is written stating what the gift or gifts are.

Φ2.3.5 – Additional documentation

The sender is responsible for finding out if the destination country requires any additional documentation attached to or enclosed in an Express Post International parcel. Destination countries may return as undeliverable any articles with inaccurate or incomplete documentation.

Customers sending goods of A\$2,000 or more in value **must** obtain an Export Declaration Number from Customs before sending the goods. Refer to Φ5.4.2 for more detail.

Φ2.3.6 – Lodgement

Senders may lodge Express Post International parcels:

- at any post office
- by courier pick-up (for an additional fee) if the paperwork is produced on Click and Send (refer to Φ3.3).

Prepaid Express Post International parcels may be posted in any yellow street posting box or lodged by the above methods.

Assessed articles **must** be lodged over the counter at any post office or at a business centre.

Φ2.3.7 – Destination duties and taxes

The sender is responsible for finding if the destination country may impose duties, taxes, brokerage fees or any other fees that may be applied on the item that is being sent. Please contact the consulate office of the country you are sending to.

Φ2.3.8 – Despatch and delivery

All Express Post International parcels receive:

- priority handling in Australia for connection with priority international airline flights
- basic tracking for delivery scans in most developed countries
- signature recorded on delivery.

Refer to auspost.com.au/international for the destinations served in each country and anticipated delivery times.

Φ2.3.9 – Extra Cover with Express Post International parcels

International Extra Cover up to A\$5,000 is available on all Express Post International parcel items to all Express Post International destinations. Refer to the *Post charges booklet* (8833665) for the prescribed fee. Senders must comply with the international Extra Cover conditions at Φ3.1.

Φ2.3.10 – Addressing

■ Postcodes and telephone numbers

Senders must, if possible, show the postcode and telephone or fax number in both the sender’s and the addressee’s address details in legible English.

Additional address details in destination language can be added, however the destination city and country **must** be written in legible English. For specific country address specifications, refer to auspost.com.au/international.

This allows the destination authority that delivers Express Post International parcels to:

- quickly contact the sender in case of incomplete documentation
- contact the addressee to arrange delivery if the first delivery attempt fails.

■ Post office boxes and for collection at post offices

Senders should address Express Post International parcels to a street address. Use a post office box or Poste Restante only if a street delivery address is unavailable. In many countries, the destination authority that delivers Express Post International parcels notifies the addressee by mail of the arrival of an article addressed to a post office box.

Some countries do not accept Express Post International parcels addressed to a post office box or Poste Restante – refer to auspost.com.au/international or contact the Express Post International customer contact centre on **1800 007 678**.

For Express Post International parcel prices refer to the *Post charges booklet* (8833665).

Φ2.3.11 – Express Post International parcels prohibitions

In addition to the items prohibited by the *Dangerous and prohibited goods and packaging guide* (8833729), the following items cannot be sent via the Express Post International parcels service:

- animals
- asbestos
- bees, leeches, silkworms or any other animals or living organisms
- biological substances – infectious or non-infectious
- bullion
- counterfeit or pirated goods or material
- coins
- currency
- firearms, weapons, ammunition (or parts thereof)
- furs
- hazardous or combustible materials (as defined in IATA regulations)
- human remains (including human ashes)
- ivory
- jewellery
- lithium batteries and products containing lithium
- narcotics (illegal)
- negotiable instruments in bearer form
- perfumery products
- perishable items
- pornography
- precious metals and stones
- watches valued in excess of A\$150
- precious stones which means all valuable natural mineral stone, silica or substances extracted from the ground, whether in their natural state, or refined, processed, set or treated, and includes semi-precious stones and any other natural or synthetic mineral, stone, silica or substance whether in a natural state, cut or uncut, refined, processed, set or treated.
- property, the carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the shipment may be carried.
- some countries, including USA prohibit wine.

Some countries prohibit valuable items (refer to Φ1.4) in the Express Post International parcels service. Most countries have specific additional prohibitions. Refer to auspost.com.au/international.

For any additional questions regarding the Express Post International parcels service, contact the Express Post International customer contact centre on **1800 007 678**.

Φ2.3.12 – Supplementary services

The international Extra Cover service is available with Express Post International parcels. Senders must comply with the international Extra Cover conditions – refer to Φ3.1. Refer to auspost.com.au/international for the availability and any limitations to specific countries. This service attracts additional fees.

For further information on this service, contact the Express Post International customer contact centre on **1800 007 678**.

Φ2.4 – Pack and Track International

Pack and Track International

The Pack and Track International (PTI) service is a simple tracked service for both letters and parcels weighing up to 2 kg. Refer to auspost.com.au/international for the countries served, the specific conditions and limitations, and the usual delivery times.

Φ2.4.1 – What the service offers

PTI offers:

- destination specific pricing
- tracking from acceptance at post offices or business centres to delivery to the addressee
- proof of posting when lodged at the counter of a post office
- reliable delivery within 3 to 10 business days.

Φ2.4.2 – Pack and Track International prepaid satchels for USA, NZ and UK

The price of each satchel includes the postage to the destination country served. The table below shows the available PTI prepaid satchels.

Product	Dimensions	Maximum weight	Maximum value	Unit of sale
Satchel	390 mm × 285 mm	1 kg	\$500	<ul style="list-style-type: none"> • Single satchel • Pack of 5

Customers can wrap and pack their own packaging if desired and use the Pack and Track International *Airway Bill* (8839761). Refer to auspost.com.au/international for the countries served.

Refer to the *Post charges booklet* (8833665) for the current scale of charges.

Φ2.4.3 – Documentation

Senders must sign the PTI *Airway Bill* (8839761) for both prepaid and assessed items.

Φ2.4.4 – Maximum weight

The maximum weight of all PTI articles is 2 kg.

Φ2.4.5 – Categories of Pack and Track International

■ 1. Documents

Documents include personal or business correspondence, papers and forms. Senders should endorse the PTI *Airway Bill* (8839761) DOCUMENTS / BUSINESS PAPERS ONLY.

Documents **do not** include:

- personal photographs
- calendars or diaries
- books or booklets
- tapes, cassettes, computer discs, compact discs and other digital storage devices.

Such items are non-documents / merchandise and senders must declare them as such.

■ 2. Non-documents / merchandise

Senders must declare all non-document items as merchandise and fully complete all details on the declaration.

Merchandise “not for sale”

If the merchandise is “not for sale” in the destination country, senders must complete the PTI *Airway Bill* (8839761).

Merchandise “for sale”

If the merchandise is “for sale” in the destination country, senders must complete the PTI *Airway Bill* (8839761) and include a commercial invoice in triplicate on the sender’s company letterhead. The invoice should be typed.

Gifts

If the item is a gift, ensure that a full description is written stating what the gift or gifts are.

Φ2.4.6 – Additional documentation

The sender is responsible for finding out if the destination country requires any additional documentation attached to or enclosed in a PTI article. Destination countries may return as undeliverable any articles with inaccurate or incomplete documentation.

Φ2.4.7 – Lodgement

Senders may lodge PTI articles over the counter at any post office that offers Bank@Post™ or by courier pick-up (for an additional fee) if the paperwork is produced on Click and Send (refer to Φ3.3).

Prepaid PTI articles **must not** be lodged in street posting boxes.

Φ2.4.8 – Destination duties and taxes

The sender is responsible for finding if the destination country may impose duties, taxes, brokerage fees or any other fees that may be applied on the item that is being sent. Please contact the consulate office of the country you are sending to.

Φ2.4.9 – Despatch and delivery

All Pack and Track International articles receive tracking from acceptance at the post office or business centre to delivery to the addressee.

Refer to auspost.com.au/international for the countries served, the specific conditions and limitations, and the usual delivery times.

Φ2.4.10 – Extra Cover with Pack and Track International

Extra Cover is not available for purchase with the Pack and Track International service.

Φ2.4.11 – Addressing

■ Postcodes and telephone numbers

Senders should, if possible, show the postcode and telephone or fax number in both the sender’s and the addressee’s address details in legible English. Additional address details in destination language can be added, however the destination city and country must be written in legible English.

For specific country address specifications, refer to auspost.com.au/international. This allows the destination authority that delivers PTI articles to:

- quickly contact the sender in case of incomplete documentation
- contact the addressee to arrange delivery if the first delivery attempt fails.

■ Post office boxes and for collection at a post office

Senders should address PTI articles to a street address. Use a post office box or Poste Restante only if a street delivery address is unavailable. In many countries, the destination authority that delivers Pack and Track International articles notifies the addressee by mail of the arrival of an article addressed to a post office box. Some countries do not accept PTI articles addressed to a post office box or Poste Restante.

Refer to auspost.com.au/international or contact the customer contact centre on **13 POST (13 7678)**.

Φ2.4.12 – Pack and Track International prohibitions

In addition to the items prohibited by the *Dangerous and prohibited goods and packaging guide* (8833729), the following items cannot be sent via the Pack and Track International service:

- animals
- asbestos
- bees, leeches, silkworms or any other animals or living organisms
- biological substances – infectious or non-infectious
- bullion
- counterfeit or pirated goods or material
- coins
- currency
- firearms, weapons, ammunition (or parts thereof)
- furs
- hazardous or combustible materials (as defined in IATA regulations)
- human remains (including human ashes)
- ivory
- jewellery
- lithium batteries and products containing lithium
- narcotics (illegal)
- negotiable instruments in bearer form
- perfumery products
- perishable items
- pornography
- precious metals and stones
- watches valued in excess of A\$150
- precious stones which means all valuable natural mineral stone, silica or substances extracted from the ground, whether in their natural state, or refined, processed, set or treated, and includes semi-precious stones and any other natural or synthetic mineral, stone, silica or substance whether in a natural state, cut or uncut, refined, processed, set or treated.
- property, the carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the shipment may be carried.
- some countries, including USA prohibit wine.

Most countries have specific additional prohibitions. Refer to auspost.com.au/international for more information.

For further information on this service, contact the customer contact centre on **13 POST (13 7678)**.

Φ2.5 – Registered Post International letters

Registered Post
International

Registered Post International letters is an additional security service for letters and documents up to 500 grams only, to almost any address in the world. Refer to auspost.com.au/international for the countries served.

Φ2.5.1 – What the service offers

Registered Post International letters offers:

- a single price to the world including envelope, postage and registration
- a unique identification number for each article
- proof of posting when lodged at the counter of a post office
- a signed record of delivery in most countries.

Φ2.5.2 – Prepaid envelopes

Senders must use the special Registered Post International letters prepaid envelopes, available in two sizes:

Envelope	Dimensions	Maximum weight	Maximum thickness	Unit of sale
DL	130 mm × 240 mm to enclose a DL envelope	500 grams	5 mm	<ul style="list-style-type: none"> • Single envelope • Pack of 5
B4	353 mm × 250 mm	500 grams	20 mm	<ul style="list-style-type: none"> • Single envelope • Pack of 5

Australia Post does not accept a Registered Post International envelope if the:

- envelope is not in sound condition
- envelope is not securely sealed
- envelope bears the appearance of having been opened and resealed
- address is written in pencil or any erasable medium
- addressee is a set of initials, an acronym or a code name unless the address also contains a “care of” named addressee.

Φ2.5.3 – Insertions

No non-letter or non-document insertions of any kind are allowed.

Φ2.5.4 – Documentation

Senders must complete the declaration on the envelope. No other documentation is required.

Φ2.5.5 – Lodgement

Senders may lodge Registered Post International envelopes:

- at a post office
- in a street posting box, if proof of posting is not required.

Φ2.5.6 – Proof of posting

Senders who require proof of posting must lodge a Registered Post International article at a post office. They receive a postmarked receipt.

Φ2.5.7 – Proof of delivery

In most countries, the person accepting delivery signs for the article. The delivery office retains the record for six months. In some countries, the office records the delivery but obtains no signature.

Φ2.5.8 – Supplementary services

The International Delivery Confirmation service is available with Registered Post International for an additional fee. Refer to **Φ3.2 – International Delivery Confirmation**. The international Extra Cover service is not available.

Φ2.5.9 – Compensation

The maximum compensation payable under *Australia Post Terms and Conditions* (auspost.com.au/terms) for a Registered Post International article is A\$100. Refer to **Φ5.15 – International compensation claims**. For further information on this service, call the Australia Post customer contact centre on **13 POST (13 7678)**.

Φ2.6 – Registered Post International parcels

Registered Post International

Registered Post International parcels (RPI parcels) is the registered service for letters and parcels weighing up to 2 kg to almost any address in the world.

Φ2.6.1 – Availability

Registered Post International parcels is available for:

- documents
- non-documents, merchandise item – parcels.

Refer to auspost.com.au/international for the countries served and the usual delivery times for Registered Post International.

Φ2.6.2 – Registered Post International parcels prepaid padded bags

The price of each padded bag includes the postage to any overseas destination. The table below shows the available Registered Post International parcels padded bags.

Product	Dimensions	Maximum weight	Unit of sale
RPI 500 grams padded bag	340 mm × 240 mm	500 grams	<ul style="list-style-type: none"> • Single padded bag • Pack of 5

Product	Dimensions	Maximum weight	Unit of sale
RPI 1 kg padded bag	380 mm × 265 mm	1 kg	<ul style="list-style-type: none"> • Single padded bag • Pack of 5

Customers can wrap and pack their own packaging if desired and use the Registered Post International *Airway Bill* (8839534).

Prices depend on the quantity purchased. Refer to the *Post charges booklet* (8833665).

Φ2.6.3 – Maximum weight of parcels

To **most** countries, the maximum weight of a Registered Post International parcel article is **2 kg**. Refer to auspost.com.au/international for the specific maximum weight for each country.

Φ2.6.4 – Proof of posting

Senders who require proof of posting must lodge a Registered Post International article at a post office. They receive a postmarked receipt.

Φ2.6.5 – Proof of delivery

In most countries, the person accepting delivery signs for the article. The delivery office retains the record for six months. In some countries, the office records the delivery but obtains no signature.

Φ2.6.6 – Documentation**■ 1. Documents**

Documents include personal or business correspondence, papers and forms. Senders should endorse the Registered Post International *Airway Bill* (8839534) DOCUMENTS / BUSINESS PAPERS ONLY.

Documents **do not** include:

- personal photographs
- calendars or diaries
- books or booklets
- tapes, cassettes, computer discs, compact discs and other digital storage devices.

Such items are non-documents / merchandise and senders must declare them as such.

■ 2. Non-documents / merchandise

Senders must declare all non-document items as merchandise and fully complete all details on the declaration.

Merchandise “not for sale”

If the merchandise is “not for sale” in the destination country, senders must complete the RPI *Airway Bill* (8839534).

Φ2.6.7 – Addressing

■ Postcodes and telephone numbers

Senders must, if possible, show the postcode and telephone or fax number in both the sender's and the addressee's address details in legible English. Additional address details in destination language can be added, however the destination city and country must be written in legible English. This allows the destination authority that delivers RPI parcels to:

- quickly contact the sender in case of incomplete documentation
- contact the addressee to arrange delivery if the first delivery attempt fails.

Merchandise “for sale”

If the merchandise is “for sale” in the destination country, senders must complete the RPI *Airway Bill* (8839534) and include a commercial invoice in triplicate on the sender's company letterhead. The invoice should be typed.

Gifts

If the item is a gift – ensure that a full description is written stating what the gift or gifts are.

Φ2.6.8 – Additional documentation

The sender is responsible for finding out if the destination country requires any additional documentation attached to or enclosed in a Registered Post International article. Destination countries may return as undeliverable any article with inaccurate or incomplete documentation.

Some countries do not permit duty-payable articles in Registered Post parcels. Refer to auspost.com.au/international.

All documentation is included in the weight of the article when assessing post charges.

Φ2.6.9 – Lodgement

Senders must lodge Registered Post International parcel articles only over the counter at any post office **or** by courier pick-up (for an additional fee) if the paperwork is produced on Click and Send (refer to Φ3.3).

Φ2.6.10 – Destination duties and taxes

The sender is responsible for finding if the destination country may impose duties, taxes, brokerage fees or any other fees that may be applied on the item that is being sent. Please contact the consulate office of the country you are sending to.

Φ2.6.11 – Registered Post International prohibitions

In addition to the items prohibited by the *Dangerous and prohibited goods and packaging guide* (8833729), the following items cannot be sent via the Registered Post International service:

- animals
- asbestos
- bank cheques
- bees, leeches, silkworms or any other animals or living organisms
- biological substances – infectious or non-infectious
- bullion
- counterfeit or pirated goods or material
- coins
- currency
- firearms, weapons, ammunition (or parts thereof)
- furs
- hazardous or combustible materials (as defined in IATA regulations)
- human remains (including human ashes)
- ivory
- jewellery
- lithium batteries and products containing lithium
- narcotics (illegal)
- negotiable instruments in bearer form
- perfumery products
- perishable items
- pornography
- precious metals and stones
- watches valued in excess of A\$150
- precious stones which means all valuable natural mineral stone, silica or substances extracted from the ground, whether in their natural state, or refined, processed, set or treated, and includes semi-precious stones and any other natural or synthetic mineral, stone, silica or substance whether in a natural state, cut or uncut, refined, processed, set or treated.
- property, the carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the shipment may be carried.
- some countries, including USA prohibit wine.

Φ2.6.12 – Supplementary services

Extra Cover is not available with Registered Post International however A\$100 compensation is available in the event of loss or damage. In most countries, international Delivery Confirmation is available for Registered Post International parcels and letters (refer Φ3.2).

Refer to auspost.com.au/international for the availability and any limitations to specific countries. These services attract additional fees.

Φ2.6.13 – Compensation

The maximum compensation payable under *Australia Post Terms and Conditions* for a Registered Post International article is A\$100. Refer to Φ5.15 – **International compensation claims**. For further information on this service, call the Australia Post customer contact centre on **13 POST (13 7678)**.

Φ2.7 – Air Mail



Air Mail is the standard service for letters and parcels to almost any address in the world.

Φ2.7.1 – Availability

Air Mail is available for:

- aerogrammes
- postcards and greeting cards
- Air Mail letters
- parcels.

Refer to auspost.com.au/international for the countries served and the usual delivery times for Air Mail letters.

Φ2.7.2 – Maximum weight of parcels

To **most** countries, the maximum weight of an Air Mail article is **20 kg**. Refer to auspost.com.au/international for the specific maximum weight for each country.

Φ2.7.3 – Documentation

No documentation is necessary for Air Mail letters that contain only written correspondence or documents. Standard customs documentation is required for:

- Air Mail letters containing items other than written correspondence or documents
- parcels.

The sender is responsible for finding out if the destination country requires any additional documentation attached to or enclosed in an Air Mail article. Destination countries may return as undeliverable any article with inaccurate or incomplete documentation. Some countries do not permit duty-payable articles in Air Mail letters. Refer to auspost.com.au/international.

All documentation is included in the weight of the article when assessing post charges.

Φ2.7.4 – Lodgement

Senders must lodge Air Mail parcels:

- over the counter at any post office
- by courier pick-up (for an additional fee) if the paperwork is produced on Click and Send (refer to Φ3.3)
- in a street posting box for Air Mail letters only.

For a list of articles which may be lodged in a street posting box, refer to Φ5.10.1.

Φ2.7.5 – Addressing

■ Postcodes and telephone numbers

Senders must, if possible, show the postcode and telephone or fax number in both the sender's and the addressee's address details in legible English. Additional address details in destination language can be added, however the destination city and country must be written in legible English. This allows the destination authority that delivers Air Mail to:

- quickly contact the sender in case of incomplete documentation
- contact the addressee to arrange delivery if the first delivery attempt fails.

Φ2.7.6 – Destination duties and taxes

The sender is responsible for finding if the destination country may impose duties, taxes, brokerage fees or any other fees that may be applied on the item that is being sent. Please contact the consulate office of the country you are sending to.

Φ2.7.7 – Supplementary services

International Extra Cover service is generally available with Air Mail. Senders must comply with the international Extra Cover conditions – refer to Φ3.1. In most countries, international Delivery Confirmation is available for parcels and for letters with Extra Cover – refer to Φ3.2. Refer to auspost.com.au/international for the availability and any limitations to specific countries. These services attract additional fees.

Φ2.7.8 – Labels

Senders should affix an Air Mail label (or print the words AIR MAIL / PAR AVION) in the upper left-hand corner of the address side of the article. Labels are freely available from any post office.

Air Mail envelopes with coloured bars at the edges may be used only for the Air Mail service.

Φ2.7.9 – Prepaid envelopes

Prepaid Air Mail letter envelopes are available in two sizes.

Envelope	Dimensions	Maximum weight	Maximum thickness	Unit of sale
DL	110 mm × 220 mm plain or window-face	50 grams	5 mm	<ul style="list-style-type: none"> • Single envelope • Pack of 10
C4	324 mm × 229 mm	250 grams	20 mm	<ul style="list-style-type: none"> • Single envelope • Pack of 10

Prices depend on the quantity purchased. Refer to the *Post charges booklet* (8833665).

For further information on this service, call the Australia Post customer contact centre on **13 POST (13 7678)**.

Φ2.8 – Sea Mail parcels



Sea Mail parcels offers substantial cost savings for low-priority parcels. It offers the greatest cost savings for heavy parcels.

Φ2.8.1 – Availability

Sea Mail parcels is available only to selected countries. Refer to auspost.com.au/international for the countries served. Standard delivery times are 2–3 months.

Φ2.8.2 – Maximum weight of parcels

To **most** countries, the maximum weight of a Sea Mail parcel is **20 kg**. Refer to auspost.com.au/international for the specific maximum weight for each country.

Φ2.8.3 – Documentation

Standard customs documentation is required. The sender is responsible for finding out if the destination country requires any additional documentation attached to or enclosed in a Sea Mail parcel. Destination countries may return as undeliverable any articles with inaccurate or incomplete documentation. Refer to auspost.com.au/international. All documentation is included in the weight of the article when assessing post charges.

Φ2.8.4 – Lodgement

Senders must lodge a Sea Mail parcel at a post office.

Φ2.8.5 – Supplementary services

The international Extra Cover service is generally available with Sea Mail parcels. Senders must comply with the international Extra Cover conditions – refer to Φ3.1. In most countries, international Delivery Confirmation is available for parcels with or without Extra Cover – refer to Φ3.2. Refer to auspost.com.au/international for the availability and any limitations to specific countries. These services attract additional fees.

Φ2.8.6 – Labels

Senders should affix a Sea Mail label (or print the words SEA MAIL) in the upper left-hand corner of the address side of the parcel. Labels are freely available from any post office.

For further information on this service, contact the Australia Post customer contact centre on **13 POST (13 7678)**.

Φ2.9 – International FaxPost

International FaxPost is the international public access service for the transmission and delivery of document facsimiles to more than 40 countries.

Φ2.9.1 – International FaxPost definitions

■ PSTN

PSTN is the Public Switched Telecommunications Network that provides access to:

- Subscriber Trunk Dialling (STD) and local calls within Australia
- International Direct Dialling (IDD) for direct connection to international telephone numbers.

■ CCITT Group 3

CCITT Group 3 is the international standard for fax machines used by International FaxPost.

■ Fax centre

A fax centre is a post office or an overseas postal administration equipped with a facsimile machine and connected to the IDD facility.

■ Original document

An original document is a document accepted at a post office for facsimile transmission.

■ Facsimile document

A facsimile document is the reproduced copy of an original document after facsimile transmission.

Φ2.9.2 – Scope of International FaxPost

International FaxPost is available for document transmission only via PSTN. It is **not** available for document transmission to any:

- country that is not connected to the IDD network – refer to the White Pages telephone directory
- mobile telephone served by either an Australian-based or an overseas-based network
- satellite telecommunications network – such as INMARSAT, which provides telephone connection to ships at sea.

Φ2.9.3 – Maximum document size

International FaxPost transmits documents up to B4 size – 250 mm × 353 mm.

Φ2.9.4 – Original document quality

The original document:

- must have a margin on all sides of at least 10 mm
- should have pages sequentially numbered, if a multi-page document
- must be capable of satisfactory reproduction – for example, white paper containing bold black type or graphics, or handwriting and drawings in black ink.

Some colours (particularly some shades of blue) do not reproduce well. If fax centre staff have doubts about the reproductive quality of a document, they should endorse the transmittal sheet **TRANSMITTED AT SENDER'S RISK** and ask the sender to sign the endorsement.

Φ2.9.5 – Document contents

Fax centre staff may refuse a document for transmission if it contains material that a reasonable person could regard as offensive or defamatory or as material that could be used to menace or harass another person.

Φ2.9.6 – Over the counter lodgement

Senders can lodge an original document over the counter at any post office. They must accept the terms and conditions by completing a transmittal sheet, which the post office transmits with the document.

Φ2.9.7 – Transmission options

A fax centre may transmit an original document to:

- an overseas fax centre for onward delivery to the addressee – refer to auspost.com.au/international for those countries that operate fax centres
- a private CCITT Group 3 fax machine located in any country connected to the IDD network.

■ Transmissions to private fax machines

Australia Post reserves the right to refuse or discontinue further transmission attempts to a private fax machine if:

- the destination facsimile machine is not accessible via the PSTN
- contact with the nominated number is not established after three dialling attempts
- connection to the nominated number cannot be maintained for long enough to transmit the complete document
- the destination fax machine does not meet CCITT Group 3 standards.

Φ2.9.8 – Delivery options

The sender must nominate the method of delivery on the transmittal sheet at the time of lodging the document. The delivery options for a facsimile document depend on the delivery methods offered by the overseas postal service.

These generally include:

- over the counter to a recipient who provides suitable identification – if the transmittal sheet includes a telephone number, the overseas fax centre usually notifies the recipient of the document's arrival
- by post
- by special messenger or whatever express delivery service is available at the destination
- by onward transmission to a private fax machine.

Φ2.9.9 – Payment options

The sender pays for the FaxPost service when the fax centre accepts the document:

- in cash
- by debit to an approved credit card, debit card or Australia Post Business Credit Account.

Australia Post staff may refuse to offer the international FaxPost service if the customer offers to pay on credit terms and staff believe that Australia Post may not receive subsequent payment.

Φ2.9.10 – Return of original document

The sender may request the return of the original document by:

- collection from the fax centre, or
- ordinary post, free of charge.

If the sender makes no request for the return of the original document, the fax centre destroys the document after two months.

Φ2.9.11 – Liability of Australia Post

In relation to the International FaxPost service, subject to the provisions of the *Australia Post Terms and Conditions*, Australia Post is not liable for any:

- defamation or infringement of copyright
- loss or damage of any kind (including but not limited to direct and consequential loss) resulting from any act or omission, whether negligent or otherwise, by or on behalf of Australia Post.

Φ2.10 – International sales

International sales offer a flexible range of services to business customers dealing with overseas countries.

Φ2.10.1 – Key services

The major services of international business development are:

- Express Courier International
- Pack and Track International
- Registered Post International letters and parcels
- Air Mail
- technology solutions
- most other international services.

Φ2.10.2 – Supplementary services

Australia Post can tailor international services to the particular needs of individual businesses to provide pick-up, processing with minimal paperwork and reduced costs. These services can result in enhanced delivery times.

Φ2.10.3 – International agreements

Businesses can qualify for a business agreement when they regularly send their international despatches through Australia Post. International contract business services and prices are flexible. Australia Post can tailor agreements to suit most business needs.

Φ2.10.4 – Who to contact

For further information:

- call the Australia Post customer contact centre on **13 POST (13 7678)**.
- visit auspost.com.au/intl-sales.

Φ2.11 – International Reply Paid (IRP)

International Reply Paid (IRP) is available only to permit holders. It stimulates response to international mailings by allowing recipients to return a postcard or Air Mail letter free of post charges in their own country. The permit holder pays the postage in Australia on receiving the response.

Φ2.11.1 – Countries served

IRP is available world-wide.

Φ2.11.2 – Basis of IRP charges

The charge for the IRP service has two components:

- a one-off IRP permit application fee
- a delivery charge for each IRP article.

Refer to the *Post charges booklet* (8833665) for the current scale of charges.

Φ2.11.3 – Applications for an IRP permit

Australia Post state sales departments hold copies of the *IRP Permit Application*. Each permit is valid for only a single name and Australian address. Each permit has a unique permit number that must appear on each IRP article.

Φ2.11.4 – Validity of an IRP permit

Each IRP permit is valid for the delivery of IRP articles to the permit holder until cancelled.

■ Cancellation by the permit holder

A permit holder may cancel an IRP permit by giving one month's written notice to Australia Post.

■ Cancellation by Australia Post

Australia Post may cancel an IRP permit by giving seven day's written notice to the permit holder if the permit holder:

- is in breach of the IRP permit conditions
- becomes or is in jeopardy of becoming insolvent
- being a company, passes a resolution or a court makes an order that the company shall be wound up or if a receiver or manager on behalf of a creditor shall be appointed or if circumstances shall arise which entitles a court or creditor to appoint a receiver or manager.

■ Transfer of an IRP permit

Permit holders may transfer an IRP permit to another person or organisation only with the prior written approval of Australia Post.

Φ2.11.5 – IRP article specification

Permit holders provide their own IRP postal stationery which must conform to the design specifications given below.

■ Size and weight of an IRP article

An IRP article may be a postcard or an Air Mail Letter envelope, subject to the special dimensions shown in the table.

Dimension	Maximum	Minimum
Length	235 mm ± 2 mm	140 mm
Width	120 mm ± 2 mm	90 mm
Thickness	5 mm	250 µm ± 20 µm (Postcards)
Weight	50 grams	–

■ Colour of stock

Australia Post recommends white stock for postcards and envelopes, but light tints or half-tones are satisfactory. Refer to Section L8.1.5 – Envelope colour of the *Letter products and services guide* for acceptable colour tones from the Pantone Matching System®.

■ Colour of printing

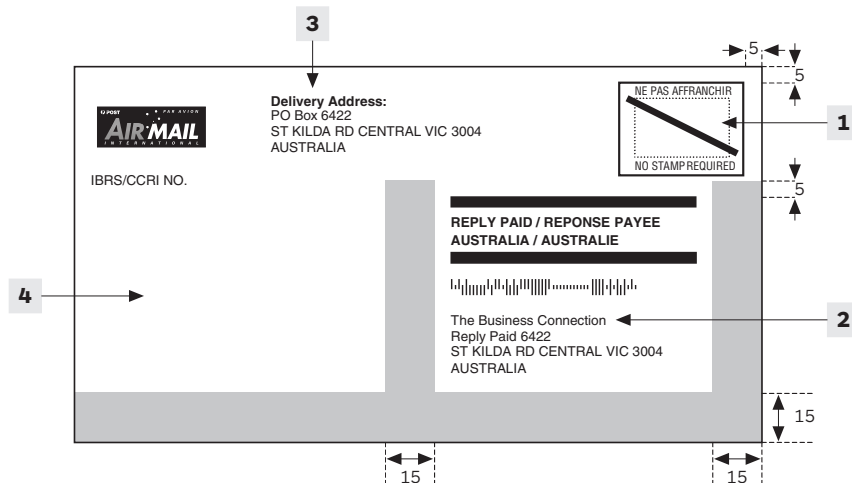
All printed matter on the postcard or envelope must be a dark colour. Australia Post prohibits vivid colours or ink containing phosphorescent dyes.

■ Layout of the address-side of an IRP article

The diagram shows the layout of the address-side of an IRP article. All dimensions are in millimetres. Permit holders must strictly observe this layout to prevent assessment overseas as underpaid mail.

The shaded bands in the diagram indicate those areas that must contain no printing. Do not duplicate the shading. The bands are:

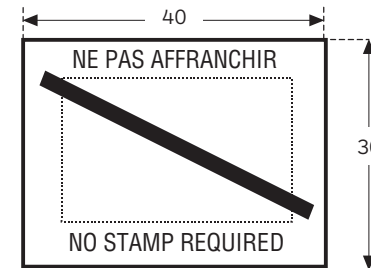
- 15 mm wide, located on the left side of the IRP logo / address
- 15 mm wide, located on the right side of the IRP logo / address, extending to the right edge of the article
- 15 mm high, located along the lower edge of the article.



1 – Postage zone

The postage zone contains the NE PAS AFFRANCHIR / NO STAMP REQUIRED indicator illustrated.

The indicator is 40 mm wide, 30 mm high and 5 mm from both the top and right-hand edges of the article.



2 – Address zone

The address zone is at least 15 mm from both the right-hand edge and the bottom of the article, and contains the IRP logo illustrated.

The logo is 80 mm wide, 20 mm high and is 5 mm from the top of the address zone.



The logo wording is in **BOLD UPPER CASE** characters not less than 4 mm in height.

Format of address

The name and address, as specified in the permit, appears below the logo and parallel to it.

The **layout and typeface** of the address is that specified in the *Letter products and services guide* and must include the barcode. The **second last line** of the address contains the town, state abbreviation and postcode separated by no more than two spaces with no punctuation. The **last line** of the address is AUSTRALIA in UPPER CASE letters with no other words or punctuation.

3 – Delivery address zone

The delivery address zone contains the physical delivery address, and must be:

- located at the top centre of the article – extending for at least 60mm from the left of the postage zone
- no more than 40mm deep.

The words “**Delivery Address:**” are in bold font.

The bottom line must contain the word “**AUSTRALIA**” in CAPITALS with no other words or punctuation.

4 – Service zone

The service zone is at least 15 mm from both the address zone and the bottom of the article. It extends to the top of the article.

The words PAR AVION and BY AIR MAIL appear in the top left-hand corner of the service zone.

Immediately beneath is the IRP permit number.

This is printed as IBRS / CCRI NO. [*IRP permit number*].

■ Advertising

Permit holders may include advertising material in the service zone if it:

- extends no further than 40 mm from the top edge of the envelope or postcard
- does not mimic the horizontal lines of the IRP logo
- contains no address either complete or partial.

■ Layout of the reverse-side of an IRP article

The words MAXIMUM PERMITTED WEIGHT: 50 GRAMS must appear on the back of all envelopes. This is not necessary for postcards.

The back of an envelope may contain advertising provided this does not include another address and is at least 15 mm above the base of the envelope.

You can obtain further information at any post office.

Φ2.12 – International Reply Coupons

The overseas recipient of an International Reply Coupon can redeem it for stamps to pay postage on a replying letter.

Φ2.12.1 – Availability

International Reply Coupons are available world-wide.

Φ2.12.2 – Method of operation

The sender purchases an International Reply Coupon and encloses it in an international letter or parcel. The addressee redeems the coupon at their local post office and receives postage stamps in return.

Φ2.12.3 – Value of an International Reply Coupon

The recipient of an International Reply Coupon may redeem it for postage stamps to the value of the minimum postage payable on an Air Mail letter to any country in the world. Some countries redeem International Reply Coupons for postal stationery.

Reply coupons shall be exchangeable in any member country for postage stamps and if not precluded by the internal legislation of the country of exchange, for postal stationery or postal prepayment marks or impressions representing the minimum postage prepayable on an unregistered priority letter-post item or an unregistered Air Mail letter sent abroad, whatever the country of destination.

In Australia, a holder of an International Reply Coupon may redeem it at any post office. They receive a stamp or stamps to the value of the postage for an Air Mail Letter up to 50 grams at the Rest of the World rate – refer to the *Post charges booklet* (8833665).

You can obtain further information at any post office.

Section 3 – Supplementary services

Φ3.1 – International Extra Cover

International Extra Cover provides:

- **proof of posting** by a receipt issued for each article with Extra Cover lodged over the counter at a post office
- **cover up to A\$5,000**, depending on the destination country, the service used, and the value of the articles sent
- signature of addressee or agent on delivery.

Φ3.1.1 – Availability

International Extra Cover is generally available for an additional fee in conjunction with Express Courier International, Express Post International parcels, Air Mail and Sea Mail parcels. Refer to auspost.com.au/international for the services in which it is available to each country.

Φ3.1.2 – Extra Cover value

The Extra Cover value of an article must not exceed the lesser of:

- the replacement cost of the article based on its market value
- the Extra Cover value limit shown in the table below:

Service	Extra Cover value limit
Express Courier International	\$5,000 to all countries serviced
Express Post International parcels	\$5,000 to all countries serviced
Express Post International letters	Extra Cover not available
Pack and Track International	Extra Cover not available
Registered Post International letters and parcels	Extra Cover not available
Air Mail	Country-dependent
Sea Mail parcels	Country-dependent

Φ3.1.3 – Lodgement

Senders must lodge all articles with Extra Cover over the counter at a post office and complete an application form in a non-erasable medium (not pencil). The sender must write the Extra Cover value in Australian dollars on the form in words (Roman characters – A, B, C, ... a, b, c, ...) and figures (Arabic numerals – 1, 2, 3, ...) with no alterations or erasures. The post office issues a receipt, which the sender should keep for any subsequent enquiry.

Φ3.1.4 – Articles that must have Extra Cover

Senders must obtain Extra Cover for all valuable items – refer to Φ1.4 for a definition. Some countries do not accept valuable items. Some countries do not accept valuable items in the Express Courier International or Express Post International parcels service, even if they have Extra Cover. Refer to auspost.com.au/international.

Φ3.1.5 – Documentation

Senders must complete the appropriate customs and lodgement documentation for all articles with Extra Cover.

Φ3.1.6 – Make up of Extra Cover articles

All Extra Cover articles must be securely packed and sealed. In particular:

- labels and postage stamps must not cover an edge of the envelope or packaging
- no label may be affixed, other than those required for postal carriage
- envelopes, when used, must be in one piece and must not be transparent or contain a transparent panel
- valuable items should be separately wrapped in strong internal packaging before insertion in the article
- any adhesive tape used to close the article must bear the name or signature of the sender.

Φ3.1.7 – Delivery Confirmation

The international Delivery Confirmation service is available with the international Extra Cover and Registered Post International services and attracts an additional fee – refer to Φ3.2.

Φ3.1.8 – Extra Cover claims

For how to make an Extra Cover claim, refer to Φ5.16 – International Extra Cover claims.

Φ3.2 – International Delivery Confirmation

To receive an international Delivery Confirmation, the sender completes an international Delivery Confirmation card that Australia Post despatches with the international article. On delivery of the article, the overseas postal administration obtains the signature of the addressee or his or her agent on the card. The overseas postal administration then endorses the card with a postmark and returns it to the sender, normally by Air Mail.

Φ3.2.1 – Availability

International Delivery Confirmation is available in conjunction with:

- Registered Post International letters and parcels
- the international Extra Cover service.

In addition, some countries provide international Delivery Confirmation in conjunction with Air Mail parcels or Sea Mail parcels. This service is not available with Express Courier International or Express Post International parcels. Refer to auspost.com.au/international.

Φ3.2.2 – Lodgement

Senders must lodge all international Delivery Confirmation articles at a post office and complete their own address details on the card supplied by Australia Post. The address must be written in a non-erasable medium (not pencil) in Roman characters (A, B, C, ... a, b, c ...) and Arabic numerals (1, 2, 3, ...).

The card accompanies the article to the overseas delivery post office. The card is included in the weight of the article when assessing post charges.

Φ3.2.3 – Addressee in person

Most countries deliver only to the person named in the address if the sender specifically requests it. The sender should endorse the address side of the article ADDRESSEE ONLY or similar words in the language of the destination country. If no such words appear, general delivery conditions apply.

For further information on this service, contact the Australia Post customer contact centre on **13 POST (13 7678)**.

Φ3.3 – Click and Send

With Click and Send, customers can prepare documentation, pay online and organise courier pick-up. Simply go to auspost.com.au/clickandsend.

Φ3.3.1 – Services available

The majority of Australia Post's international delivery services are available on Click and Send. Customers enter all the details about the item and the relevant service delivery options are then presented.

Customers can then select the service that best suits their schedule and budget:

- Express Courier International
- Express Post International parcels
- Pack and Track International
- Registered Post International parcels
- Air Mail.

Φ3.3.2 – Lodgement of Click and Send items

Customers using Click and Send can either pay by credit card to have their items collected (location permitting) by StarTrack Courier or they can select to pay and lodge items over the counter at post offices.

■ Other great benefits

Customers who register on Click and Send have access to the following benefits:

Import addresses

Each time registered users type in a new address, they can save it to the address book. They can also import a file from an existing database and it will instantly populate the address book.

Import shipment data

Registered users can pre-populate shipment item information in a spreadsheet, and can use the Import Wizard to import the entire spreadsheet into Click and Send, which will automatically populate the necessary fields.

Generate detailed, customised reports

Registered users can create reports accessing delivery data as far as three months back. These reports can be customised and can be viewed onscreen, or exported.

Email pre-alerts

Click and Send will send an email to the receiver with full details about the relevant transaction. Emails can be prepared in five different languages.

Track items

Express Courier International and Express Post International services can be tracked online once they have been lodged. A link to the tracking site is available with the item data.

For more information, please contact Click and Send help desk on **1300 662 710**.

Section 4 – Special services

Φ4.1 – Articles for the blind

Certain letters and parcels for the blind attract concessional rates in international post, subject to the conditions below.

Φ4.1.1 – Scope

The concessional rates for articles for the blind apply to Sea Mail parcels to selected countries (refer to auspost.com.au/international).

Φ4.1.2 – Charges

Sea Mail parcels are free of charge.

Air Mail rates are in the *Post charges booklet* (8833665).

Φ4.1.3 – Maximum weight of parcels

To attract the concessional rate, parcels must not exceed **7 kg**.

Φ4.1.4 – Eligible contents

The following items are eligible for inclusion in letters or parcels:

- correspondence, documents or literature wholly written in Braille or Moon
- an aid for the teaching of Braille to the blind
- a plate for embossing literature for the blind
- special paper intended solely for the blind, on condition that any communication is wholly written in Braille or Moon
- any form of speech recording for the use of the blind.

An article that contains any other item not in this list is **not eligible** for the concessional rate.

Φ4.1.5 – Make up

To attract the concessional rate, the article must:

- have the label (8835189) as illustrated (52 mm × 65 mm) affixed to the address side of the article
- have the words **MATERIAL FOR THE USE OF THE BLIND**, or similar, on the address side of the article
- not be sealed against inspection.

■ Articles for the blind label (available at post offices).



Φ4.1.6 – Addressing

To attract the concessional rate, the article must bear the name and address of both the sender and addressee. At least one of these must be:

- a blind person
- an institution or organisation recognised by Australia Post, and which is both organised and operated for the primary purpose of serving the needs of the blind.

Refer to Section 5 of the *Letter products and services guide* for a list of recognised Australian institutions and organisations.

Φ4.2 – 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.

Φ4.2.1 – Eligibility for within-Australia post charges

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

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

Australia Post assesses all post charges for delivery to the Australian Defence Forces NSW 2890.

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.

Φ4.2.2 – 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 in accordance with Φ4.2.5 – Addressing. The service is provided from point of lodgement through to receipt at the Defence Force facility in New South Wales 2890.

Φ4.2.3 – Customs documentation

HMA ships – Articles addressed to an HMA ship do not need a customs declaration.

AFPO – Articles addressed to an AFPO (other than letters containing only correspondence or documents), require a customs declaration.

Φ4.2.4 – Prohibitions and restrictions

The prohibitions and restrictions for each country in the online guide at auspost.com.au/international also apply to articles posted to an HMA ship or AFPO located in that country.

Φ4.2.5 – Addressing

To attract “within-Australia” post charges, senders must address mail as shown below.

■ To an HMA ship overseas

[Serial No.] [Rank] [Name]
HMA [Name of ship]
AUSTRALIAN DEFENCE FORCES NSW 2890

■ To an AFPO

[Serial No.] [Rank] [Name]
[Name of unit]
AFPO [Number of AFPO]
AUSTRALIAN DEFENCE FORCES NSW 2890

Φ4.2.6 – 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 articles that are likely to deteriorate or liquefy before delivery.**

Ensure that all items are well packed and protected. Refer to Φ5.6 – **Contents and packaging.**

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.

Section 5 – International Post – general provisions

Φ5.1 – Scope of International Post

The conditions of International Post apply to all places outside Australia except:

- Christmas Island (Indian Ocean) WA 6798
- Cocos (Keeling) Islands WA 6799
- Norfolk Island NSW 2899.

Within-Australia conditions of service generally apply to these places. Refer to auspost.com.au/international for specific exceptions. Also, refer to **Φ5.4 – Customs regulations** for the requirement for Customs documentation.

The following places are within Australia:

- Lord Howe Island NSW 2898
- Australian Antarctic Territories TAS 7151
- Territory of Heard Island TAS 7151
- McDonald Island TAS 7151.

Φ5.2 – International Post and GST

Unless indicated otherwise, International Post charges are GST-free – refer to the *Post charges booklet* (8833665).

■ GST-free postage stamps

A range of specially designed GST-free postage stamps is available for international mail.

■ Postage meters

If you use a postage meter to apply postage to international mail or domestic stamps, you must apply postage at 10 per cent above the rate published in the *Post charges booklet* (8833665) to offset the input tax credits you may claim. Please speak with your account manager if you require more assistance.

Φ5.3 – Universal Postal Union (UPU)

Most countries, including Australia, are members of the Universal Postal Union (UPU), which is a United Nations agency that guarantees freedom of transit for postal articles between member countries.

Φ5.3.1 – UPU regulations

Most regulations that govern the carriage of articles in the International Post are contained in these two documents, of which Australia is a signatory:

- the *UPU Convention*, which covers the carriage of letters
- the *UPU Postal Parcels Agreement*, which covers the carriage of parcels.

Φ5.3.2 – Exceptions

Some countries find themselves unable to participate fully in all services defined by the *UPU Convention* and the *UPU Postal Parcels Agreement*.

Some countries operate certain services with restrictions. Consequently, postal services to places outside Australia are not uniform.

Refer to auspost.com.au/international for specific conditions for each country.

Φ5.4 – Customs regulations

The customs regulations outlined in this section apply to all International Post destinations and:

- Christmas Island (Indian Ocean) WA 6798
- Cocos (Keeling) Islands WA 6799
- Norfolk Island NSW 2899
- Australian Antarctic Territories TAS 7150.

Φ5.4.1 – Customs documentation

The Customs documentation that is required for postal articles sent from Australia depends on the International Post service used and the contents of the article.

Service	Contents	Required documentation
Express Courier International – with or without Extra Cover	Merchandise for sale	Express Courier International <i>Airway Bill</i> (8832731) and a commercial invoice where required.
	Documents or merchandise not for sale	Express Courier International <i>Airway Bill</i> (8832731)

Continued on next page

Service	Contents	Required documentation
Express Post International parcels	Merchandise for sale	Express Post International <i>Airway Bill</i> (8839431) and a commercial invoice where required
	Documents or merchandise not for sale	Express Post International <i>Airway Bill</i> (8839431)
Express Post International letters	Documents not for sale	Signed declaration on envelope
Pack and Track International	Merchandise for sale	Pack and Track International <i>Airway Bill</i> (8839761) and a commercial invoice where required
	Documents or merchandise not for sale	Pack and Track International <i>Airway Bill</i> (8839761)
Registered Post International letters	Written correspondence or documents – refer to Φ1.1.2	Signed declaration on envelope
Registered Post International parcels	Merchandise for sale	Registered Post International <i>Airway Bill</i> (8839534) and a commercial invoice where required
	Documents or merchandise not for sale	Registered Post International <i>Airway Bill</i> (8839534)
Air Mail letters – without Extra Cover	No contents – postcards or aerogrammes	No customs form required
	Written correspondence or documents	No customs form required
	Up to A\$500 in value	CN22 (8832667)
	More than A\$500 in value	CP72 (8832659)

Service	Contents	Required documentation
Parcels – without Extra Cover	Up to 2 kg in weight and up to A\$500 in value	CN22 (8832667)
	More than 2 kg in weight	CP72 (8832659)
	More than A\$500 in value	CP72 (8832659)
Sea Mail – without Extra Cover	Up to 2 kg in weight and up to A\$500 in value	CN22 (8832667)
	More than 2 kg in weight	CP72 (8832659)
	More than A\$500 in value	CP72 (8832659)
Air Mail letters and parcels, Sea Mail in any service – with Extra Cover	Any	CP74 (8832661)
PrintPost Direct Bags (M bags)	Up to A\$500 in value	CN22 (8832667) attached to address label

■ Extra Cover items containing valuable articles

If an article with Extra Cover contains valuable items, the sender may omit the normal detailed description of the contents in which the sender does not wish to disclose on the Customs Declaration attached to the article. However, the sender must insert inside the article another Customs Declaration with full descriptions and values.

Φ5.4.2 – Articles more than A\$2,000 in value

The Australian Customs Service requires senders (exporters) of goods A\$2,000 and over in value in a single consignment to register the goods for export. Senders must obtain an Export Declaration Number (EDN). For the purpose of this regulation, a single consignment is one or more postal articles sent at or about the same time from one person or organisation to the same consignee overseas.

In addition, other articles requiring an EDN (regardless of value) are:

- goods requiring a permit
- goods subject to a drawback claim, or
- customable / excisable goods.

For further details on how to lodge manual or electronic declarations with Customs, visit www.customs.gov.au.

Φ5.4.3 – Export controls

Certain items for export, irrespective of value, are subject to export controls that require the issue of a permit – refer to Section 4 of the *Dangerous and prohibited goods and packaging guide* (8833729). Australia Post cannot accept such items in the International Post unless the sender produces the appropriate export permit.

Φ5.4.4 – Dutiable or prohibited goods received from overseas

Australia Post may open for inspection by a Customs officer any article received from overseas if the Australian Customs Service suspects the article contains:

- goods liable for customs duty or taxes, or
- prohibited goods.

■ Payment of customs duty

Australia Post does not release dutiable goods for delivery until the addressee pays the customs duty.

■ Disposal of dutiable and prohibited items

If the addressee refuses to pay customs duty or if the contents of an article are prohibited, Australia Post treats the article as undeliverable and either returns the article to sender, if appropriate, or disposes of the article and its contents in accordance with the relevant Commonwealth law.

Φ5.4.5 – Demurrage

Demurrage is the storage of inbound items requiring assessment by Department of Agriculture, Fisheries and Forestry (DAFF). Demurrage may be charged for the storage of articles received from overseas that are subject to Customs clearance and remain undelivered at an international mail facility for longer than 96 hours (excluding weekends and public holidays) after the posting of a notice to the addressee.

The date from which demurrage charges commence appears on the notice sent to the addressee. Refer to the *Post charges booklet* (8833665) for the scale of demurrage charges.

■ No fault or negligence

Australia Post may waive demurrage for any period for which the delivery delay was due to some cause other than the fault or negligence of the sender, the addressee, or any person acting for either of them. This waiver does **not** apply to a delay in producing an invoice, a description of contents, or any other document required by the Australian Customs and Border Protection Service (www.customs.gov.au).

■ Addressees on board ship

Australia Post does not charge demurrage on articles addressed to a person on board a ship.

■ Undeliverable articles

Australia Post cancels demurrage if it returns the article to the country of origin as undeliverable.

Φ5.4.6 – Quarantine requirements – imported goods

Department of Agriculture, Fisheries and Forestry (DAFF) is responsible for quarantine operations throughout Australia. Its main role is to prevent the entry of dangerous pests and diseases that could affect plant, animal and human health, as well as Australia's unique natural environment.

Import restrictions and prohibitions apply to many foodstuffs and biological substances. Some items may be admissible subject to an import permit from DAFF. It is advisable to contact DAFF before seeking to import any of the following:

- fresh fruit and vegetables
- eggs, milk, cheese and dairy products
- fish, meats and meat products
- seeds, soil and plant material.

For further information, within Australia call **1800 020 504** (free call), contact the nearest DAFF office or visit the DAFF internet site at www.daff.gov.au.

Φ5.5 – Addressing

Senders should, where possible, show the postcode and telephone or fax number in both the sender's and the addressee's address details in legible English. Additional address details in destination language can be added, however the destination city and country must be written in legible English.

The address on an International Post article must be written lengthwise on the right-hand side of the address side of an article.

Φ5.5.1 – Destination city and country

For specific country address specifications, refer to auspost.com.au/international.

Φ5.5.2 – Postcode

The location of the postcode is not the same in all countries. For example, in some countries such as Finland and Germany, the postcode always precedes the name of the city or town. If a country uses postcodes, senders should try to ascertain the correct place for that country's postcode from the addressee.

Φ5.5.3 – Sender's address on letters

Items sent from Australia may bear only one sender's address and this must be an Australian address. This includes all letters, packets and parcels lodged for overseas delivery and items which are lodged in Australia as part of an international bulk mailing.

Φ5.6 – Contents and packaging

Parcels sent overseas can suffer extremes of climate for longer periods than in the domestic mail. Australia Post may refuse to accept parcels in the International Post if, in the opinion of Australia Post staff, the article is inadequately packed or the contents are likely to become offensive.

Φ5.6.1 – Definition of adequate packaging

The payment of a compensation or Extra Cover claim for a parcel depends on the use of adequate packaging. Australia Post approves the range of Australia Post packaging products as adequate packaging. For the range and prices of Australia Post packaging products, refer to the *Post charges booklet* (8833665).

Australia Post may refuse to accept a parcel, even if the sender uses an Australia Post packaging product, if the:

- packaging is inappropriate to its contents and is used or fastened incorrectly
- packaging has been used previously
- contents are fragile – such as fine glassware, clay figures, soapstone, or alabaster – and are inadequately protected by sufficient internal shock-absorbing material, such as Australia Post bubble-wrap
- contents are likely to perish or become physically offensive during the ordinary course of carriage
- sender has not met Australia Post's specific packaging requirements for the contents – such as liquids, poisons, and so on.

Refer to *Dangerous and prohibited goods and packaging guide* (8833729) for the Australia Post packaging requirements for specific goods.

Φ5.6.2 – Special packaging requirements

To some remote addresses in some countries, postal authorities need to use river transport or some other delivery method that might expose the article to the weather. Senders of articles to remote areas should take extra precautions to ensure the article (and its packaging) is not liable to damage by rain or water.

Articles sent to Defence Force personnel on an HMA ship overseas or at an AFPO could be subject to extreme climatic conditions over a lengthy delivery period. Senders should take extra precautions to protect the article. Do not include perishable articles that are likely to deteriorate or liquefy before delivery.

Φ5.7 – Restrictions

The sender of a postal article overseas is responsible for obtaining any necessary permits, licences, or other essential documentation, before lodging the article with Australia Post.

Φ5.7.1 – Export clearance and controls

The Australian Customs Service (ACS) requires commercial goods of more than A\$2,000 in value to have an Export Declaration number – refer to Φ5.4.2. Some specific items require an export permit – refer to Φ5.4.3.

Φ5.7.2 – Import restrictions by country

Most countries have conditions that restrict the import of specific items in the International Post.

Refer to auspost.com.au/international for a list of items for which each country has import restrictions. Senders are responsible for obtaining all necessary permits, licences or other essential documentation before lodging the articles with Australia Post. Information and requirements should be obtained by the appropriate authority or representative of the destination country.

A list of consular offices is available at www.dfat.gov.au.

Φ5.8 – Prohibitions

Certain items **must not be posted** in the International Post. The prohibitions are in three categories:

- 1 Items prohibited by the *Dangerous and prohibited goods and packaging guide* (8833729).
- 2 Items prohibited by Express Courier International and Express Post International parcels terms and conditions in addition to those in Category 1.
- 3 Items prohibited by each individual destination country in addition to those in Categories 1 and 2.

Φ5.8.1 – Dangerous and prohibited goods and packaging guide (8833729)

The *Dangerous and prohibited goods and packaging guide* prohibits items in nine classes. Each class is illustrated below with some examples of common substances that fall (or might fall) into the class.

If you have any doubts about a particular substance, consult the *Dangerous and prohibited goods and packaging guide* or enquire at your local post office for more details.

Class	Examples
Class 1 – Explosives	<ul style="list-style-type: none"> ammunition fireworks toy rocket motors airbags for motor vehicles flares
Class 2 – Gases – flammable, non-flammable, toxic and non-toxic	<ul style="list-style-type: none"> aerosol products carbon dioxide gas cigarette lighters, butane seat belt pretensioners blue flame lighters hair curling wands small blow torches as used by chefs fire extinguishers pepper spray
Class 3 – Flammable liquids	<ul style="list-style-type: none"> alcohol flammable paint and thinners perfumery products nail polish and remover cigarette lighter refills eucalyptus oil
Class 4 – Flammable solids	<ul style="list-style-type: none"> magnesium, metallic matches of all kinds zinc powder
Class 5 – Oxidising substances and organic peroxides	<ul style="list-style-type: none"> adhesives, some dyes, hair or textile, made of organic peroxides bleaching powders, some fibreglass repair kits
Class 6 – Toxic and infectious substances	Exceptionally, Australia Post accepts drugs and medicines in prescription quantities and non-dangerous perishable biological substances when packed and transmitted in the prescribed manner. For the prescribed conditions, refer to the <i>Dangerous and prohibited goods and packaging guide (8833729)</i> .
Class 7 – Radioactive materials	Materials containing radionuclides where the activity (measurement of radioactivity) exceeds the permitted values as noted in the current edition of the IATA Dangerous Goods Regulations. Example: <ul style="list-style-type: none"> plutonium radium
Class 8 – Corrosives	<ul style="list-style-type: none"> cleaning liquids, corrosive paint or varnish removers thermometers, mercury filled some fertilisers Brasso
Class 9 – Miscellaneous	<ul style="list-style-type: none"> magnetised materials life jackets containing small gas bottles oiled paper magnetized materials cryogenic liquid carbon dioxide solid (dry ice) polymerisable materials lithium batteries

Australia Post cannot accept for international carriage:

- lithium batteries or devices containing lithium batteries. Refer Section D10.2.3 of the *Dangerous and prohibited goods and packaging guide (8833729)*
- automatic weapons, or any form of ammunition, grenades, mortar shells or canisters, or any parts of (refer to **Φ5.9**).

■ Prohibition of bullion, bank notes and coins

Australia Post prohibits bullion, bank notes and coins in all international postal articles – this includes:

- all Australian notes of whatever issue or denomination
- bank notes or currency notes of any other country
- coins of either Australian or foreign currency
- coins made from precious metals whether or not such coins have a denomination.

This prohibition applies even if the destination country accepts valuables.

Φ5.8.2 – Express Courier International and Express Post International parcels regulations

In addition to the items in **Φ5.8.1**, Express Courier International and Express Post International parcels terms and conditions prohibit:

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> animals antiques asbestos bees, leeches, silkworms or any other animals or living organisms biological substances – infectious or non-infectious bullion counterfeit or pirated goods or material coins | <ul style="list-style-type: none"> currency firearms, weapons, ammunition (or parts thereof) furs hazardous or combustible materials (as defined in IATA regulations) human remains (including human ashes) ivory jewellery | <ul style="list-style-type: none"> lithium batteries and products containing lithium narcotics (illegal) negotiable instruments in bearer form perfumery products perishable items pornography precious metals and stones watches valued in excess of A\$150 |
|--|--|--|
- precious stones which means all valuable natural mineral stone, silica or substances extracted from the ground, whether in their natural state, or refined, processed, set or treated, and includes semi-precious stones and any other natural or synthetic mineral, stone, silica or substance whether in a natural state, cut or uncut, refined, processed, set or treated
 - property, the carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the shipment may be carried
 - some countries, including USA prohibit wine.

Some countries prohibit valuable items (refer to **Φ1.4**) in the ECI or EPI parcels service. Most countries have specific additional prohibitions.

Φ5.8.3 – Individual country prohibitions

Refer to auspost.com.au/international to see what each country prohibits in addition to items in **Φ5.8.1** and **Φ5.8.2**.

Φ5.9 – Firearms, firearm parts and weapons

Australia Post does not absolutely prohibit the lodgement of firearms and firearm parts in the international mail. However, due to international airline restrictions such items cannot be carried by Air Mail and must be consigned for carriage by Sea Mail, subject to lodgement conditions below.

Senders may only lodge firearms and firearm parts in the international mail if all of the lodgement conditions below are met:

- in the Sea Mail service only
- to a destination country serviced by the Sea Mail service
- to a destination country which does not prohibit firearms or firearm parts in the mail
- with the necessary documentation (whether required by Australian Customs Service, or any other party) completed by the sender
- the article is being consigned in full compliance with Australian law and the law of the country of destination.

The following are prohibited goods and shall not be lodged for carriage by post:

- any article containing, or suspected of containing, weapons or items of weaponry including grenades, mortar shells or canisters, or parts thereof – even if the article is rendered inert, is a replica or stage prop (not including firearms)
- whether deleterious or not, articles that may reasonably be construed by their appearance or make up to constitute a potential security risk to persons or property.

Also, check for prohibitions and / or restrictions in the destination country or consult the *Dangerous and prohibited goods and packaging guide* (8833729) or enquire at your post office for more details.

Φ5.10 – International mail security requirements

Following Federal Government legislation requirements, Australia Post requires customers to provide acceptable photo identification when lodging international mail that requires Customs documentation.

The following articles require Customs declaration forms:

- All mail items containing merchandise regardless of weight.

- All mail items over 250 grams in weight or 5 mm in thickness require a customs declaration form (see exempt articles below).

Where international mail is lodged without such identification, Federal Government requirements impose security related delays. Further, Australia Post will not accept international mail unless the necessary Customs documentation is completed and signed.

These security requirements also apply to:

- international Sea Mail
- mail addressed to Australian External Territories (Christmas Islands, Cocos (Keeling) Islands, Norfolk Islands, Australian Antarctic Territory and Territory of Heard Island and McDonald Island)
- Defence Forces mail that requires Customs documentation.

Φ5.10.1 – Exempt articles

■ Articles weighing under 250 grams or under 5 mm in thickness

The following international articles weighing under 250 grams or under 5 mm in thickness are exempt from the security requirements:

- an international letter that contains only written correspondence or documents, and does not require Customs Documentation
- an Aerogramme or postcard
- prepaid Registered Post envelope
- prepaid Express Courier International envelope
- prepaid Express Post International envelope.

Only exempt articles may be posted in street posting boxes (SPBs). All other international articles posted in SPBs will either incur delays or be returned to sender.

Only Express Courier International and Express Post International parcels prepaid articles (including those over 500 grams) may be posted in a yellow street posting box.

■ Articles weighing between 250 grams and 500 grams and / or over 5 mm in thickness

All items containing documents only between 250 grams and 500 grams and / or over 5 mm in thickness are exempt from customs declaration forms however they **MUST** be examined by visual observation.

Φ5.10.2 – Acceptable identification

The following are the only forms of valid identification documents that are permitted for the purposes of preparing cargo for clearance:

- an Australian photographic drivers licence (where permitted by relevant State or Territory law)
- an Australian passport
- a foreign passport supported by a second form of identification (that may not appear on this list)

- a photographic identification card issued by an Australian government body (including Australian State / Territory bodies)
- appropriate identification that satisfies the sender represents the regular customer.

Φ5.11 – Redirection of International Post articles

Φ5.11.1 – General conditions

■ Redirection before delivery

Addressees in Australia can use the Mail Redirection service to instruct Australia Post to redirect an International Post article to another address. Refer to the *Post charges booklet* (8833665) for details and charges.

■ Redirection after initial delivery

An agent of the addressee can lodge a delivered International Post article for redirection to the same addressee at another address. Additional post charges may be payable. If the article has been sent through the Express Courier International or Express Post International parcels service, and the sender's address is in an overseas country, the article may be delayed. It is recommended that you contact the ECI / EPI parcels customer contact centre on **1800 007 678** to confirm if you can provide an overseas "Senders" address.

Φ5.11.2 – Redirection of international articles

Australia Post redirects international articles addressed originally to an Australian address subject to the following conditions.

■ From Australia

The following articles originally sent by domestic services are unable to be redirected under the International Mail Redirection service. They may be deemed undeliverable and be returned to sender:

- articles that require Customs documentation
- Registered Post
- Express Post
- Cash-on-Delivery
- Parcel Post.

Customers are advised that articles redirected to an overseas address may be subjected to security related delays.

■ To Australia

Redirected with no further postage payable.

Φ5.12 – Withdrawal from the International Post

A sender who has lodged an International Post article may apply to have the article withdrawn from the post and returned to the sender.

Φ5.12.1 – General conditions

The *General products and services guide* contains the conditions for withdrawing an article from the post. Because of the potential for fraud, Australia Post strictly observes these conditions and does not easily grant applications for withdrawal from the post. Withdrawal charges are in the *Post charges booklet* (8833665).

Φ5.12.2 – Special conditions for parcels

A sender may not withdraw a parcel from the International Post after it has left the office where Australia Post enclosed the parcel in a mail for international carriage.

Φ5.13 – Undeliverable International Post articles

The following conditions apply to the return of International Post articles that are undeliverable overseas.

Φ5.13.1 – Express Courier International and Express Post International parcels

Australia Post returns undeliverable ECI articles and EPI parcels lodged in Australia, which are undeliverable overseas, to the sender free of charge, using the ECI or EPI parcels service.

Φ5.13.2 – Registered Post International articles, Air Mail letters, postcards, greeting cards and aerogrammes

Australia Post returns undeliverable Registered Post International articles, Air Mail letters, postcards, greetings cards and aerogrammes which are undeliverable overseas, to the sender free of charge, using the Air Mail service.

Φ5.13.3 – Parcels

Australia Post returns undeliverable parcels by Sea Mail to selected countries (refer to auspost.com.au/international). Australia Post may return a parcel by Air Mail if the sender has specifically requested this on the despatch documentation and guaranteed to pay return Air Mail postage.

Φ5.14 – Enquiries or complaints

People with an enquiry or complaint about damage, delay or loss of an International Post article, should contact a post office and provide full details.

Φ5.14.1 – Lodgement of enquiries

Senders or addressees may lodge enquiries:

- via our website at auspost.com.au/contactus
- on the enquiry form available at any post office
- by post to your state head office at
Australia Post
Customer Contact Channels
GPO Box 9911
[in your state capital]
- or telephone **13 POST (13 7678)**. Call **1800 007 678** for Express Courier International / Express Post International enquiries.

Φ5.14.2 – Non-delivery

Australia Post accepts an enquiry or a complaint about non-delivery of an International Post article provided:

- the applicant can describe the article and give sufficient lodgement details
- sufficient time has elapsed to allow the article to reach its destination
- the applicant can provide reasonable evidence that the article was posted and has not yet been delivered
- the applicant makes the enquiry within six months of the lodgement, or 30 days in the case of Express Courier International or Express Post International parcels articles.

■ Action by Australia Post for non-delivery enquiries

The table shows the Australia Post action for International Post non-delivery enquiries.

Service or type of article	Action taken for articles originating in Australia	Action taken for articles originating overseas
Express Courier International	Enquiries made	Enquiries made
Express Post International letters	Despatch enquiries made	Search at delivery office
Express Post International parcels	Enquiries made	Enquiries made
Registered Post International letters	Enquiries made	Enquiries made

Service or type of article	Action taken for articles originating in Australia	Action taken for articles originating overseas
Registered Post International parcels	Enquiries made	Enquiries made
Letters or Parcels – with Extra Cover	Enquiries made	Enquiries made
Letters – without Extra Cover	No search	No search
Parcels – without Extra Cover	Enquiries made	Enquiries made

Australia Post returns undeliverable articles found in the mail to the sender, if possible.

Φ5.14.3 – Delayed delivery

Anyone making an enquiry or complaint about delayed delivery should, if possible, submit the envelope or the cover of the delayed article in the condition in which they received it.

Φ5.14.4 – Information not to be divulged

Australia Post does not give information about postal articles, including electronic mail messages that pass through an Australia Post office, except that permitted under the *Australian Postal Corporation Act 1989*.

Φ5.14.5 – Erroneous return of articles

The UPU parcels convention outlines that enquiries may be made on the erroneous return of articles without a reason being supplied and refund of postage may be sought from the administration of destination.

Φ5.15 – International compensation claims

Australia Post pays compensation for articles lost or damaged in the International Post in accordance with the *Australia Post Terms and Conditions* (refer auspost.com.au/terms). Compensation cover extends from the time the sender lodges the article until the relevant postal administration delivers it.

Φ5.15.1 – International compensation claim conditions

Refer to **Φ5.17** for specific exclusions from compensation cover and restrictions on the amount payable.

Φ5.15.2 – Limits of cover

The table shows the upper limits of compensation cover for total loss or damage, depending on the International Post service used and the original place of lodgement.

Service or type of article	Upper limit of cover for articles originating in Australia	Upper limit of cover for articles originating overseas
Registered Post International letters and parcels	\$100 for total loss or damage	\$100 for damage Not payable for total loss
Articles in any other service – without Extra Cover	\$50 for total loss or damage	\$50 for damage Not payable for total loss

Φ5.15.3 – Who may claim

The claimant is the person with the sole right to claim compensation. The claimant is either the sender of the international post article or the addressee. The table identifies the claimant, depending on the service, the original place of lodgement, and the type of claim. It also identifies the postal administration with which the claimant should lodge the claim.

Service or type of article	Origin	Claim type	Claimant	Postal administration
ECI and EPI parcels	Australia	Total loss	Sender	Australia Post
		Damage	Sender	Australia Post
	Overseas	Total loss	Sender	Overseas
		Damage	Sender	Overseas
Registered Post International	Australia	Total loss	Sender	Australia Post
		Damage	Addressee ¹	Overseas
	Overseas	Total loss	Sender ²	Overseas
		Damage	Addressee ¹	Australia Post
Other articles – without Extra Cover	Australia	Total loss	Sender ²	Australia Post
		Damage	Addressee ¹	Overseas
	Overseas	Total loss	Sender ²	Overseas
		Damage	Addressee ¹	Australia Post

1 If the addressee receives a damaged item, only the addressee can claim.
If an item is returned-to-sender by Australia Post, in this instance the addressee was not in receipt of the article and the sender is entitled to claim.

2 The sender is the claimant for total loss or damage prior to delivery.

■ Waiver of right to claim

With Registered Post International and other articles (without Extra Cover), the sender of an article is the claimant for loss or damage that occurs before delivery and the addressee is the claimant for damage after delivery. The claimant in Australia or overseas may waive the right to claim compensation in favour of either the addressee or the sender.

The claimant must send written notification of the waiver to the relevant postal administration.

With Express Courier International and Express Post International parcels, however, the sender retains the sole right to compensation – that is, the sender cannot waive the right to claim in favour of the addressee or any other person.

Φ5.15.4 – How and when to claim

Claimants must complete a claim form, available at any office of Australia Post, within six months of the lodgement date of the article, or 30 days in the case of an Express Courier International or Express Post International parcels service. Australia Post may require support for the information in the claim form with a statutory declaration and proof of identity.

Φ5.15.5 – Claims for total loss

The table shows the supporting documentation required for a compensation claim for total loss.

Service or type of article	Necessary supporting documentation
ECI or EPI parcels	The sender's copy of Lodgement Airway bill (<i>ECI 8832731</i>) or (<i>EPI 8839431</i>), proof of posting and proof of value
EPI letters	The SENDER TO KEEP peel-off label
Registered Post International letters	Lodgement receipt
Registered Post International parcels	Lodgement receipt, proof of posting and proof of value
Parcels more than A\$500 in value – without Extra Cover	The sender's copy of <i>Customs Declaration</i> form, proof of posting and proof of value
Parcels more than 2 kg in weight – without Extra Cover	The sender's copy of <i>Customs Declaration</i> form, proof of posting and proof of value

Φ5.15.6 – Claims for missing or damaged contents

Addressees in Australia who receive articles with missing or damaged contents should inform Australia Post immediately. They must present the article, including all wrapping and packaging, for inspection. This requirement applies even if the addressee is not the claimant.

Australian senders of International Post articles should inform the addressee that Australia Post does not pay compensation for missing or damaged contents unless the overseas postal administration can confirm the loss or damage by inspection.

Φ5.15.7 – Document reconstruction costs

Registered Post International offers compensation to reimburse reasonable document reconstruction costs up to the limit of A\$100. This covers the construction or replacement of an exact duplicate of a lost or damaged non-negotiable instrument, such as a passport, a will, or a title deed.

Φ5.15.8 – Postage refunds

When paying a compensation claim, Australia Post refunds the value of the postage paid, excluding the registration fee.

Φ5.16 – International Extra Cover claims

International Extra Cover is an Australia Post supplementary service – refer to **Φ3.1 – International Extra Cover**. It enables a sender of an International Post article to purchase cover up to A\$5,000 as a safeguard against loss or damage to the article. International Extra Cover extends from the time the sender lodges the article until the relevant postal administration delivers it.

Φ5.16.1 – International Extra Cover claim conditions

Refer to **Φ5.17** for specific exclusions from International Extra Cover and restrictions on the amount payable.

Φ5.16.2 – Limits of cover

For the limits of cover available to overseas countries, refer to auspost.com.au/international.

Φ5.16.3 – Who may claim

The claimant is the person with the sole right to claim Extra Cover. The claimant is either the sender of the International Post article with Extra Cover or the addressee. The table identifies the claimant, depending on the service, the original place of lodgement, and the type of claim. It also identifies the postal administration with which the claimant should lodge the claim.

Service or type of article	Origin	Claim type	Claimant	Postal administration
ECI and EPI parcels service – with Extra Cover	Australia	Total loss	Sender	Australia Post
		Damage	Sender	Australia Post
	Overseas	Total loss	Sender	Overseas
		Damage	Sender	Overseas
Other articles – with Extra Cover	Australia	Total loss	Sender	Australia Post
		Damage	Addressee	Overseas
	Overseas	Total loss	Sender	Overseas
		Damage	Addressee	Australia Post

■ Waiver of right to claim

Except for Express Courier International and Express Post International parcels service, the claimant may waive the right to claim international Extra Cover in favour of another person. The claimant must send written notification of the waiver to the relevant postal administration.

Φ5.16.4 – How and when to claim

Claimants must complete a claim form, available at any office of Australia Post, within six months of the lodgement date of the article, or 30 days in the case of Express Courier International and Express Post International parcels service. Australia Post may require support for the information in the claim form with a statutory declaration and proof of identity.

Φ5.16.5 – Claims for total loss

The lodgement receipt is required to support all international Extra Cover claims for total loss.

Φ5.16.6 – Claims for missing or damaged contents

Addressees in Australia who receive insured articles with missing or damaged contents should inform Australia Post immediately. They must present the article, including all wrapping and packaging, for inspection. This requirement applies even if the addressee is not the claimant.

Australian senders of articles with Extra Cover should inform the addressees that Australia Post does not pay Extra Cover for missing or damaged contents unless the overseas postal administration can confirm the loss or damage by inspection.

Φ5.16.7 – Postage refunds

When paying an international Extra Cover claim, Australia Post refunds to the claimant the value of the postage paid, excluding any Extra Cover fee.

Φ5.17 – Compensation and Extra Cover claim conditions

This section specifies the terms and conditions under which Australia Post will pay claims for:

- compensation for loss or damage to articles without Extra Cover in the International Post
- Extra Cover for loss or damage to Extra Cover articles in the International Post.

Φ5.17.1 – Scope of international compensation and Extra Cover

Payment of compensation and international Extra Cover does not apply to articles carried between Australia and:

- Norfolk Island NSW 2899
- Christmas Island (Indian Ocean) WA 6798
- Cocos (Keeling) Islands WA 6799
- Australian Antarctic Territories TAS 7151
- A ship of the Royal Australian Navy, wherever situated, provided that where a ship is outside Australian waters, articles are sent to and from the ship by closed dispatch either through an overseas postal administration or by Department of Defence personnel.

In all these cases “within-Australia” conditions apply. Refer to the *General products and services guide* for within-Australia compensation and Extra Cover conditions.

Φ5.17.2 – Exclusions from cover

The *Australia Post Terms and Conditions* determine the conditions under which Australia Post pays compensation and international Extra Cover. Australia Post specifically excludes the following from cover for compensation or international Extra Cover.

■ Consequential loss

Australia Post excludes any claim for consequential or special damages or any indirect loss arising out of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the carriage of an article. Such damages, losses or costs include – but are not limited to – loss of profits, interest, income, market or utility.

■ Events beyond control

Australia Post excludes any claim for an article lost due to force majeure – that is, a cause beyond control, such as a natural disaster or an act of war. The sender is entitled to a refund of postage, excluding any Extra Cover fee.

■ Physically offensive articles

Australia Post excludes any claim for an article that becomes physically offensive during the ordinary course of carriage.

■ Confiscated or destroyed articles

Australia Post excludes any claim for an article that is confiscated or destroyed either:

- under the internal legislation of the destination country, or
- by customs officials or other competent authorities because of the nature of the article’s contents.

■ Prohibited articles

Australia Post excludes any claim for an article:

- the possession of which is prohibited by or under any Australian Commonwealth, State, or Territory law, or
- is prohibited by Australia Post or by the destination country.

Refer to Φ5.8.

■ Customs / Quarantine Acts

Australia Post excludes any claim for loss or damage which arises from the inspection or repackaging of articles without Extra Cover, as permitted by law, by Customs or Quarantine.

■ Valuable items

Refer to Φ1.4 for the definition of a valuable item.

Australia Post excludes any claim for a valuable item that:

- is lodged without Extra Cover
- is not securely packed and wrapped or in packaging that has a shape, fastening or transparency that could allow its contents to be identified
- is prohibited by the destination country – refer to auspost.com.au/international
- contains bullion, bank notes or currency notes, coins of any country.

■ Fault or negligence of sender

Australia Post excludes any claim for an article that is lost or damaged in the International Post caused by the fault or negligence of the sender, such as failure to adequately pack the article. A properly fastened and packed Australia Post packaging product used for the first time is deemed to be adequate packaging, except for perishable or fragile items or items that Australia Post requires to be packed in a specific manner. Refer to Φ5.6.

■ Fragile items

Australia Post excludes any claim for damage to a fragile article that cannot reasonably be expected to travel by post.

■ Delivery delays

Australia Post excludes any claim for delivery delays.

■ Misrepresentation

Australia Post excludes any claim that relies on any misrepresentation, perceived or real, made by an Australia Post employee at the time of lodgement concerning the:

- amount or availability of international Extra Cover or compensation, or
- time in which an International Post article may be delivered.

Φ5.17.3 – Amount payable

Australia Post pays compensation or Extra Cover claims to the value of whichever is the least of the:

- value of contents claimed
- limit of cover as prescribed by the *Australia Post Terms and Conditions*
- actual replacement cost of lost, stolen or damaged items, as determined by market value
- repair cost of damaged items
- document reconstruction cost of the contents of a Registered Post International article.

Australia Post reserves the right to replace or repair a lost or damaged item instead of paying a monetary value.

■ Reductions to amount payable

Australia Post reduces the amount payable under a compensation or international Extra Cover claim by the value of:

- any unpaid Extra Cover fee
- the amount of any other compensation, damages or indemnification to which the claimant is entitled – this includes the value of replacement cheques or other negotiable instruments.

Φ5.17.4 – Title to lost items

When Australia Post pays a compensation or international Extra Cover claim for the loss of or unrepairable damage to an item, that item becomes the property of Australia Post unless its value exceeds the claim amount paid.

Φ5.17.5 – Subsequent discovery of lost items

If Australia Post discovers an item after paying a compensation or international Extra Cover claim for its loss, Australia Post notifies the claimant. The claimant may recover the item provided they repay the claim amount to Australia Post within 30 days of receiving the notice.

Section 6 – Destination countries and territories

Φ6.1 – International Post country guide

Each country sets regulations about what will and will not be accepted into that country.

For a comprehensive list of information and regulations, refer to our website at auspost.com.au/international.

The country guide contains an entry for each destination country or territory and provides specific details on the following:

■ Import restrictions

Before posting, senders should always confirm that goods described in this section have the necessary licence or permit to enter the destination country. Failure to do so could result in the return or confiscation of the goods.

■ Special documentation

Special documentation includes invoices, certificates or any special addressing needs of the country.

■ Prohibitions

Each country has specific prohibitions listed. For general prohibitions, refer to Φ5.8.

■ Further information

Each country's trade consul has up-to-date information. Consular contacts are on the internet at www.dfat.gov.au.

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International Post regulations

■ Customs forms

All customs forms include the necessary declaration regarding prohibited or dangerous goods. Merchandise in excess of A\$2,000 requires an Export Declaration Number (EDN) from Customs.

■ Country restrictions

For specific country restrictions, see individual entries in the online guide at auspost.com.au/international.

Article	Customs form	Lodgment requirements
Letters*		
Letters, without Extra Cover, containing written correspondence or documents only	No customs documentation required	May be lodged in a street posting box
Letters, without Extra Cover, containing items valued at no more than A\$500	CN22 – Green form (8832667)	Must be lodged over the counter
Letters, without Extra Cover, containing items valued at over A\$500	CP72 – Blue form (8832659)	Must be lodged over the counter
Letters, with Extra Cover	CP74 – Red form (8832661)	Must be lodged over the counter
Air Mail parcels**		
Air Mail parcels, without Extra Cover, weighing no more than 2 kg or with contents value no more than A\$500	CN22 – Green form (8832667)	Must be lodged over the counter
Air Mail parcels, without Extra Cover, weighing more than 2 kg, contents value more than A\$500	CP72 – Blue form (8832659)	Must be lodged over the counter
Air Mail parcels, with Extra Cover	CP74 – Red form (8832661)	Must be lodged over the counter
Express Courier International**		
Express Courier International prepaid products	Express Courier International (8832731)	May be lodged in a yellow posting box or over the counter

Article	Customs form	Lodgment requirements
Express Courier International assessed products	Express Courier International (8832731)	Must be lodged over the counter
Express Post International**		
Express Post International letters	Sender's Declaration on the envelope	May be lodged in a yellow posting box or over the counter
Express Post International parcels prepaid products	Express Post International (8839431)	May be lodged in a yellow posting box or over the counter
Express Post International parcels assessed products	Express Post International (8839431)	Must be lodged over the counter
Print Post Direct Bag (Mbag)		
Contents value up to A\$500	CN22 – Green form (8832667)	Must be lodged over the counter
Contents value over A\$500	CP72 – Blue form (8832659)	Must be lodged over the counter
Registered Post International		
Registered Post International letters	Sender's Declaration on the envelope	May be lodged in a street posting box
Registered Post International parcels	Sender's Declaration on the envelope	May be lodged in a street posting box

* Letters are defined as weighing no more than 250 grams, with dimensions up to 36 cm × 26 cm × 2 cm.

**Commercial Invoice may also be required for parcels, Express Courier International and Express Post International parcels articles. Export Clearance Number is required for articles valued at over A\$2,000. Refer to auspost.com.au/international.

