

MyPost Business Send and Save terms and conditions

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MyPost Business Send and Save

These Terms and Conditions are ‘Additional Terms’ (as defined in the [MyPost Account Terms of Use](#)) that apply to Australia Post’s Send and Save program (Send and Save). They are supplementary to the MyPost Account Terms of Use and the [Australia Post Terms and Conditions](#).

By participating in Send and Save, you agree to be bound by the terms and condition set out in:

- (a) these Terms and Conditions;
- (b) the [MyPost Account Terms of Use](#);
- (c) the [Online Sending Terms and Conditions](#); and
- (d) the [Australia Post Terms and Conditions](#).

Unless otherwise stated in these Terms and Conditions, if there’s any inconsistency between any of the above documents, the earlier mentioned document will take precedence to the extent of that inconsistency.

Except where a word or phrase is defined in clause 7 below, all words or phrases have the same meaning as set out in the [MyPost Account Terms of Use](#), the [Australia Post Terms and Conditions](#) and [the Online Sending Terms & Conditions](#).

1. Eligibility

- 1.1. If you send on average 8 or more Qualifying Products (defined below) over an eight week period using Australia Post’s Online Sending service or through Participating Post Offices, you may be eligible for Send and Save Pricing for certain Eligible Products (defined below). The Eligibility Criteria for Send and Save are:
 - (a) you must be a MyPost Business customer;
 - (b) you must purchase Qualifying Products; and
 - (c) you must meet the Volume Requirements in the relevant time period.
- 1.2. By opening and maintaining a MyPost Business account and subject to your acceptance of these terms and conditions, you will be automatically registered for Send and Save program and thus eligible for Send and Save Pricing on Eligible Products as set out in clause 2 below.
- 1.3. Your eligibility for Send and Save will commence once you have opened your MyPost Business account and after you have been sent an e-mail confirming your membership and providing you with your unique Membership QR Code.

2. Eligible Products

The Send and Save Pricing to which you become entitled due to your purchases of Qualifying Products can be applied to the following Eligible Products:

2.1. Domestic Parcels

- (a) Flat rate postage for both Parcel Post and Express Post services when using the following products from the Australia Post National Flat Rate packaging range for parcels up to 5kg:

- (i) postage for small, medium, large or extra large Flat Rate Satchels (online and in-store),
 - (ii) postage for small, medium, large or extra large Flat Rate Boxes (online and in-store),
 - (iii) postage for small, medium, large or extra large Padded Mailers (in-store only),
 - (iv) postage for small, medium, large or extra large Recycled Padded Bags (in-store only),
 - (v) postage for small, medium, large or extra large Tough Bags (in-store only),
 - (vi) postage for small, medium, large or extra large Jiffy® Sure Tuff® satchels (in-store only), and
 - (vii) postage for wine boxes, Mailing Tubes and rigid mailers (in-store only).
- (b) Flat rate postage for both Parcel Post and Express Post services when using your own packaging based on Australia Post's National Flat Rate Pricing calculated on the parcel's weight or Cubic Weight (whichever is the greater) for the following weight breaks: up to 500g, up to 1kg, up to 3kg or up to 5kg when purchased over the counter at Participating Post Offices or using the Online Sending Service.
- (c) Domestic assessed postage over 5kg and up to 22kg (postage labels based on a parcel's destination, and weight or Cubic Weight, whichever is the greater), whether applied to either your own packaging or to Australia Post packaging, when purchased over the counter at Participating Post Offices or using the Online Sending Service.

2.2. International Post

- (a) The following international assessed parcels:
- (i) International Economy (Air) Parcels up to 2kg
 - (ii) International Standard assessed parcel postage (up to 20kg)
 - (iii) International Express assessed parcel postage (up to 20kg).
- (b) The following international prepaid products:
- (i) International Standard prepaid products (500g, 1kg and 2kg satchels and 5kg box)
 - (ii) International Express prepaid products (500g 1kg and 2kg satchels and 5kg box)

2.3. Extra Cover

Domestic and International Extra Cover: when purchasing either Domestic or International Extra Cover using the On-line Sending Services or at Participating Post Offices, the Send and Save Pricing as listed in table in clause 4.2 will be applied to the usual rate which applies to your article's value (up to a maximum of \$5,000). Terms and conditions apply to the Extra Cover service.

2.4. Changes to Eligible Products

Australia Post reserves the right at any time to add new products and/or delete products from the above list comprising Eligible Products (as may be varied from time to time under this clause). If new products are added, or if products are deleted from the list of Eligible Products, notification will be provided either by e-mail or via auspost.com.au and/or the MyPost Business homepage under the provisions of clause 7.1.

3. Qualifying Products

Qualifying Products which count towards your Send and Save Band, and which thus qualify to earn Send and Save Pricing when purchased by you comprise all Eligible Products (excluding Domestic and International Extra Cover) as well as the following Australia Post products and services:

3.1. Domestic Pre-Paid Satchels:

- (a) Parcel Post Pre-Paid Satchels – small, medium, large and extra large (up to 5kg);
- (b) Express Post Pre-Paid Satchels – small, medium, large and extra large;
- (c) Express Post pre-paid same city satchels – Melbourne Metro and Sydney Metro;
- (d) Postage Not Paid Satchels; and
- (e) Express Post Platinum.

3.2. Domestic Parcel postage purchased over the counter at Participating Post Offices:

- (a) Local Country Parcels – over 500g;
- (b) Parcels within 50km;
- (c) Medical / Educational Remote Area Parcel Service;
- (d) Medical / Educational Remote Area (Local) Parcel Service; and
- (e) Infectious Biological Substances.

3.3. International parcel postage:

- (a) International Economy (Sea) assessed Parcels; and
- (b) International Courier assessed Parcels;

3.4. Domestic Letters

- (a) Domestic letter with tracking prepaid envelopes – large
- (b) Registered post prepaid envelopes – large

But excluding:

- 3.5. Letters services, including but not limited to stamps, presort, print post, promotional post, charity mail, reply paid, acquisition mail, impact mail, registered post, unaddressed mail, prepaid envelopes and tracked letters (other than the two products listed in clause 3.4);
- 3.6. Domestic Parcel Post and Express Post Pre-Paid Satchels (3.1 above) when purchased at the auspost.com.au online shop;
- 3.7. any bulk mail lodgments - through manual mailing statements or electronic lodgment via the ELMS system;
- 3.8. products and services supplied to Australia Post's contracted customers, including eParcel customers;
- 3.9. Extra Cover (both domestic and international), and any other extra features such as signature on delivery;
- 3.10. parcel postage purchased via postage meters at self-service terminals;
- 3.11. parcel postage purchased through marketplaces including but not limited to eBay (other than where eBay orders are exported to your MyPost Business account), Farmhouse Direct, Amazon and Good Spender;
- 3.12. returns;
- 3.13. any StarTrack products or services; and

3.14.any Pickup Services.

3.15.Changes to Qualifying Products

Australia Post reserves the right at any time to add new products and/or delete products from the above list comprising Qualifying Products (as may be varied from time to time under this clause). If new products are added, or if products are deleted from the list of Qualifying Products, notification will be provided either by e-mail or via auspost.com.au and/or the MyPost Business homepage under the provisions of clause 7.1.

4. Volume Requirements

4.1. Once you have been registered for Send and Save under clause 1.3 above, and subject to any special or introductory offers by Australia Post, your participation in Send and Save and your Send and Save Pricing will be Send and Save Band 0. Thereafter, your Send and Save Band will be determined based on the volume of your purchase of Qualifying Products as set out in clause 4.2 below.

4.2. The Send and Save Bands are as follows:

	Band 0	Band 1	Band 2	Band 3	Band 4	Band 5
Volume of Qualifying Products per 8 weeks[#]	Less than 8	8 to 39	40 to 79	80 to 159	160 to 319	320 or more
Volume of Qualifying Products per 12 months[#]	Less than 50	50 to 249	250 to 499	500 to 999	1000 to 1999	2000 or more

[#]Your Band Level will be assessed by Australia Post on rolling eight week and twelve month periods, and the higher applicable band will be assigned, subject to future adjustment as set out in clause 5.

4.3. The Send and Save savings on domestic Eligible Products are as follows:

	Band 0	Band 1	Band 2	Band 3	Band 4	Band 5
Savings on usual retail or standard price of domestic national flat rate postage (up to 5kg) when using either Australia Post National Flat Rate Packaging[^] or your own packaging for the sizes or weight breaks described in clause 2.1	0%	Zone 1: 10% Zone 2: 5% Zone 3: 0%	Zone 1: 25% Zone 2: 12% Zone 3: 2%	Zone 1: 30% Zone 2: 16% Zone 3: 3%	Zone 1: 35% Zone 2: 19% Zone 3: 5%	Zone 1: 40% Zone 2: 20% Zone 3: 5%
Savings on usual retail or standard price of domestic assessed postage (5.01kg to 22kg)	0%	5%	10%	12.5%	15%	17.5%
Extra Cover savings (domestic)	0%	33.3%	33.3%	33.3%	33.3%	33.3%

Where the domestic zones referred to in the table above are:

- (a) Zone 1: parcels sent cross-town within the same capital city, or within the same major city or major regional town,
- (b) Zone 2: parcels sent to a different capital city, or major city, or major regional town or outer capital city from the sending location, and
- (c) Zone 3: parcels sent to any rural location

in accordance with the detailed postcode listing for each Zone set out in the [MyPost Business Domestic Postcode Guide \(PDF 80kB\)](#).

^ Australia Post National Flat Rate Packaging purchased separately.

4.4. The Send and Save savings on international Eligible Products are as follows:

Savings on International Economy (Air), International Standard, International Express products, and International Standard & International Express prepaid products		Band 0	Band 1	Band 2	Band 3	Band 4	Band 5
Zone 1: New Zealand		0%	5%	20%	25%	30%	35%
Zone 2: Asia Pasific	China	0%	5%	15%	20%	25%	25%
Zone 2: Asia Pasific	Rest of Asia	0%	5%	10%	15%	20%	20%
Zone 2: Asia Pasific	Pasific Islands	0%	5%	7.5%	10%	12.5%	15%
Zone 3: US & Canada		0%	5%	15%	20%	25%	25%
Zone 4: UK & Europe	UK & Ireland	0%	5%	15%	20%	25%	25%
Zone 4: UK & Europe	Major Europe	0%	5%	10%	15%	20%	20%
Zone 4: UK & Europe	Rest of the World 1	0%	5%	7.5%	10%	12.5%	15%
Zone 5: Rest of World (Rest of World 2)		0%	5%	7.5%	10%	12.5%	15%
Extra Cover savings (international)*		0%	33.3%	33.3%	33.3%	33.3%	33.3%

Full details of the international zones referred to above are set out in the International Carriage Zones section of the Pricing Rates Determination document (PDF 2.35MB).

* Extra Cover may not be available for all international destinations; please check the International Post Guide for details.

4.5. In order for your purchases of Qualifying Products to count towards the Volume Requirements (and thus obtain Send and Save Pricing on Eligible Products), you must validate your unique Membership QR Code when purchasing Qualifying Products at Participating Post Offices. When purchasing Qualifying Products using the Online Sending Service when logged into your MyPost Business Account, your purchases of Qualifying Products will be measured automatically.

4.6. The weekly volume of Qualifying Products purchased by you will be measured by Australia Post each Saturday morning, covering the period from 2:00am the previous Saturday morning to 1:59am on the Saturday morning that weekly volumes are measured. Partial weeks will be counted as full weeks (starting on the Saturday prior to date of registration) for the purpose of determining weekly volumes.

- 4.7. Entitlement to a Send and Save Band starts during an initial verification period of eight weeks, during which the volume of Qualifying Products which you have purchased will be measured. If you reach the required volume of Qualifying Products for a particular Band as set out in the table in clause 4.2, before your initial eight week period has concluded, you will be elevated to the applicable Band at that time.
- 4.8. The volume of Qualifying Products purchased by you will be monitored by Australia Post on rolling eight week and twelve month periods, and the higher applicable band will be assigned to your account, subject to future adjustment as set out in clause 5.
- 4.9. The discount off the usual retail or standard price of Eligible Products to which you will be entitled will be determined by your Send and Save Band applicable at the time of purchase.

5. Send and Save Band Adjustment

- 5.1. Your Send and Save Band will be monitored on a rolling eight week and twelve month basis under clause 4.8 above. If your Send and Save Band changes as a result of Qualifying Parcel volumes in accordance with this clause, you will be notified by e-mail and advised of your new Send and Save Band and applicable Pricing.
- 5.2. **Increase in Send and Save Band:** if your volume of Qualifying Products purchased increases over an eight week rolling basis to meet a new Band as set out in the second row of the table contained in clause 4.2 above, you will be elevated to the new applicable Send and Save Band. You will also be elevated to a new Send and Save Band, if the volume of your purchases of Qualifying Products over a twelve month rolling period meet the required Band set out in the third row of the table contained in clause 4.2 above, notwithstanding that your purchases of Qualifying Products over a rolling eight week period may suggest a lower Send and Save Band.
- 5.3. **Decrease in Send and Save Band:** If your volume of Qualifying Products purchased decreases over an eight week rolling basis to meet a new Band as set out in the second row of the table contained in clause 4.2 above, and if your volume of Qualifying Products purchased has decreased over the preceding twelve month period to meet a new Band as set out in the third row of the table contained in clause 4.2, then you will be reduced to a new Send and Save Band at the end of that eight week period. If your rolling eight week purchases and your twelve month purchases suggest differing Send and Save Bands, you will be placed into the higher of those two Send and Save Bands.
- 5.4. Australia Post reserves the right to not reduce your Send and Save Band for a period of time as it sees fit in its sole discretion, notwithstanding the operation of clause 5.3.
- 5.5. Any new Send and Save Band applying after the review undertaken by Australia Post under this clause 5 will apply with immediate effect, and purchases of Eligible Products can only be made thereafter at the discount applicable to your new Send and Save Band.

6. Maintaining Eligibility

- 6.1. In order for your purchases of Qualifying Products to count towards the volumes measured under clauses 4 and 5 (and thus obtain Send and Save Pricing on the Eligible Products), when paying for postage at Participating Post Offices, you must verify your Send and Save registration details in the manner specified in clause 4.5 or in such other manner as may be requested from time to time by Australia Post.

- 6.2. Eligibility for the Send and Save and the Send and Save Pricing is not transferrable and is not for use in conjunction with any other offer. You may only take advantage of this offer to obtain Send and Save Pricing for your own business. Nonetheless, multiple users purchasing Eligible Products with Send and Save Pricing on behalf of a single Business using a single MyPost Business account is permitted.
- 6.3. Australia Post reserves the right to amend or cancel the Send and Save or Send and Save Pricing and/or the volumes of Qualifying Products applicable to each Send and Save Band at any time. If we do this, we will give you 14 days' notice of any such change by e-mail and via auspost.com.au and/or the MyPost Business homepage.
- 6.4. Australia Post may at its discretion refuse to provide any Send and Save Pricing to you if you fail to comply with these Terms and Conditions, the MyPost Account Terms of Use or the Australia Post Terms and Conditions.

7. General

- 7.1. **(Variations)** Australia Post may vary these Terms and Conditions at any time, including but not limited to changes made under clauses 2.5, 3.14, and 6.3 by giving appropriate notice of proposed changes by e-mail and/or via auspost.com.au and/or the MyPost Business homepage.
- 7.2. **(Privacy Notice)** Australia Post collects your personal information so you can apply, and we can process and administer this offer. Your personal information will be handled by us in accordance with Australia Post's [Privacy Policy](#). Without your personal information, we cannot provide the offer. Subject to some exceptions allowed by law, you may request access to your personal information while we store it. We will assess your request in accordance with the law and if access is denied, we will tell you why. A request to access, update or correct any information should be directed to the Privacy Officer, Australia Post GPO Box 1777, MELBOURNE, Victoria, 3001.
- 7.3. **(E-mails)** Send and Save customers acknowledge and agree that they will be sent e-mails and other communication containing information about Australia Post's products, services or additional special offers. If customers do not wish to receive further information about our products, services or special offers, they may unsubscribe using the link in the email or by sending a request to the Privacy Officer, Australia Post, GPO Box 1777, MELBOURNE, VIC, 3001.
- 7.4. **(Warranty)** If the customer is a company, the person applying for Send and Save on behalf of the customer warrants that they are authorised to agree on behalf of the customer to the Terms and Conditions of this offer.

8. Definitions

- (a) **Cubic Weight** means the volumetric weight of a Parcel calculated in kilograms using the Parcel dimensions in metres measured by Australia Post or, where the Parcel dimensions have not been measured by Australia Post, the dimensions declared by the Customer multiplied by the conversion factor of 250. For example: a parcel with a length of 50 cm, height of 30 cm and width of 40 cm will have a cubic weight of 15kg calculated as follows: $0.5 \times 0.3 \times 0.4 \times 250 = 15$.
- (b) **Eligibility Criteria** means the eligibility criteria set out in clause 1.1.
- (c) **Eligible Products** means the products and services set out in clause 2.

- (d) **Extra Cover** and **Domestic and International Extra Cover** means the optional additional feature described on the Domestic Extra Cover and International Extra Cover pages respectively on the Australia Post website, both of which are governed by the Extra Cover Terms and Conditions.
- (e) **Membership QR Code** means the matrix barcode known as a QR Code issued to you under clause 1.3.
- (f) **Online Sending Service** means the Australia Post's web-based platform known as Online Sending where customers can create and print postage labels via Australia Post's digital lodgment tool.
- (g) **Participating Post Offices** means those Post offices from time to time that will offer the ability to sell and lodge Qualifying Products and verify Send and Save registration and to give discounts on Eligible Products. Check your local Post Office to determine whether it is participating in Send and Save.
- (h) **Qualifying Products** means the products and services described in clause 3.
- (i) **Send and Save** means Australia Post's purchasing loyalty program governed by these Terms and Conditions.
- (j) **Send and Save Pricing** means the discounted pricing set out in the tables contained in clause 4.3 and 4.4 of this Agreement which is available to customers who participate in the Send and Save program by meeting these Terms and Conditions.
- (k) **Send and Save Bands** and Bands mean the Send and Save Bands set out in the table contained in clause 4.2.
- (l) **Volume Requirements** means the volume requirements set out in the table contained in clause 4.2.
- (m) **Zones** mean Zone 1, Zone 2 and Zone 3 as specified in clause 4.2, each of which is defined by a group of postcode areas, full details of which are provided in the MyPost Business Domestic Postcode Guide.