



# MyPost Business

Follow these four easy steps and you'll be sending parcels in no time.



Australia Post

# 1. Pack your parcel



You can send parcels using a variety of [our packaging options](#) or your own packaging.



If you're sending a parcel within Australia, go to page [3](#).



If you're sending a parcel internationally, go to page [7](#).

# Sending within Australia

## Using Australia Post packaging

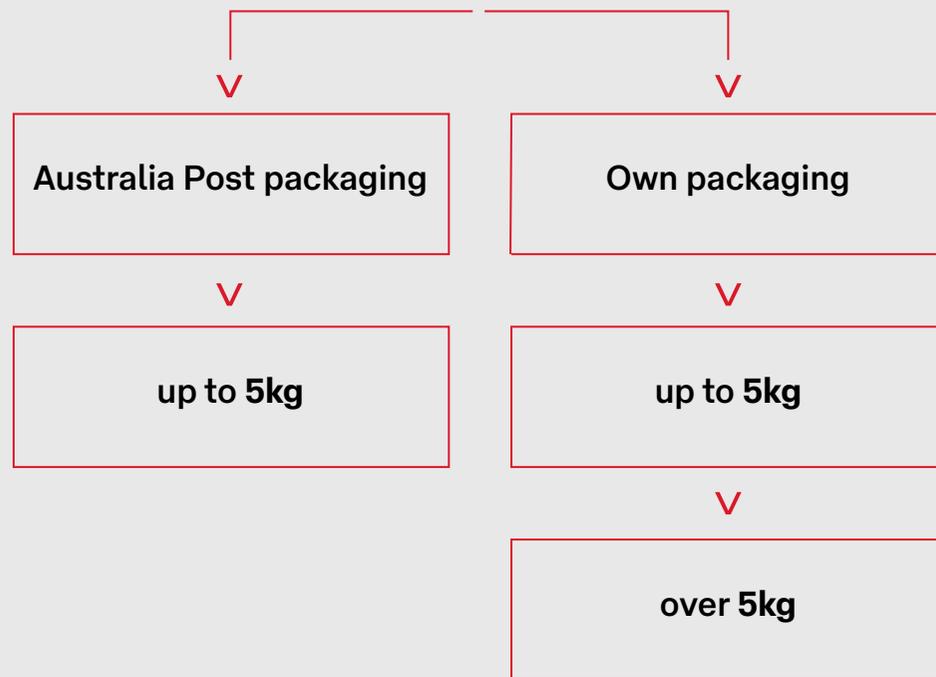
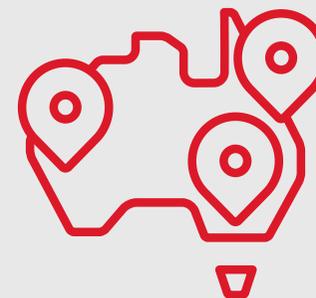
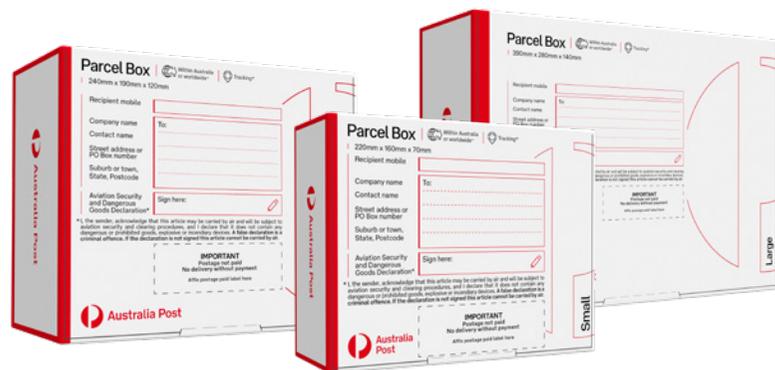
You can purchase packaging [online](#) or at your local Post Office.

Use our If It Packs, It Posts packaging to get flat rate postage based on size. Simply choose any of our Small, Medium, Large or Extra Large packaging options. When you pay, we'll add the postage rate for that size. As long as your item weighs 5kg or less, postage will be charged at a national flat rate based on the package size and delivery speed you choose.

View the MyPost Business postage rates guide [here](#).

Note: You can use If It Packs, It Posts packaging to send items up to 22kg, but you won't be eligible for If It Packs, It Posts flat rate postage if it's over 5kg. Your postage will depend on the weight of your item (physical weight or cubic weight equivalent, whichever is greater), its destination and the delivery speed you choose.

[Click here](#) to view more information on our website.



# Sending within Australia

## Using your own packaging

When using your own packaging, parcel postage rates are calculated based on multiple factors—**physical weight** or **cubic weight** (whichever is greater), location from which it is sent and destination.

You'll receive your MyPost Business savings on eligible parcels depending on the destination of your parcel and your band eligibility<sup>1</sup>.

The formula to work out the cubic weight is:

$$\text{Height (m) x length (m) x width (m)} \\ \times 250 = \text{cubic weight}$$

The cubic weight is the parcel's volume in cubic metres, multiplied by 250. To work this out, use the formula below:

$$\text{Height x length x width x 250} = \text{cubic weight}$$

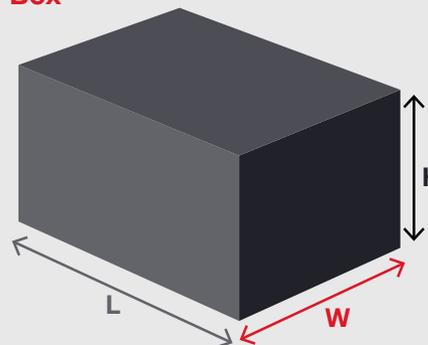
For example: 0.5m X 0.3m X 0.4m

$$= 0.06\text{m} \times 250$$

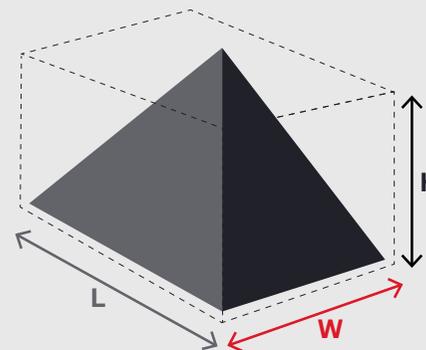
$$= 15\text{kg cubic weight}$$

<sup>1</sup> Savings are subject to a number of eligibility criteria. Savings are calculated based on how many qualifying parcels you send over rolling 8-week and 12-month periods. To be eligible, you must have a MyPost Business account and use your account when purchasing qualifying parcels and you must meet the volume requirements over the relevant period to get savings on certain products. Please refer to the terms and conditions for further details on the eligibility criteria: <https://auspost.com.au/terms-conditions/send-and-save-terms-conditions>

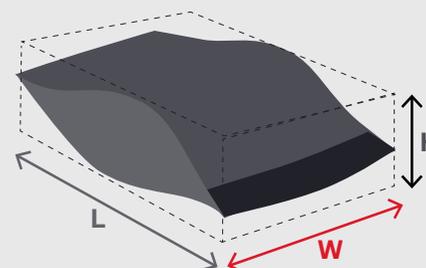
Box



Irregular shape



Satchel



Height ■

Length ■

Width ■

# Sending within Australia

## Items up to 5kg using your own packaging

As long as your packed parcel (i.e. greater of physical weight or cubic weight) is 5kg or under, you can send it standard post (Parcel Post) or Express Post to anywhere in Australia using national flat rates.

There are four flat rates based on weight ranges. Once you know your weight range and your delivery speed, you know your postage cost.

For example, if the physical weight of your parcel is 450g but the cubic weight is 1kg, you'll be charged on the cubic weight because it is greater. But if the parcel's physical weight is 2kg, you'll be charged the physical weight because it is greater than the cubic weight of 1kg.

## The four weight tiers are:

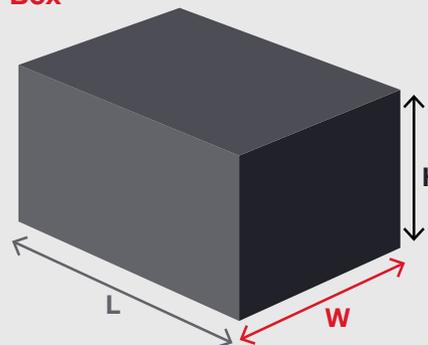
Up to 500g

>500g up to 1kg

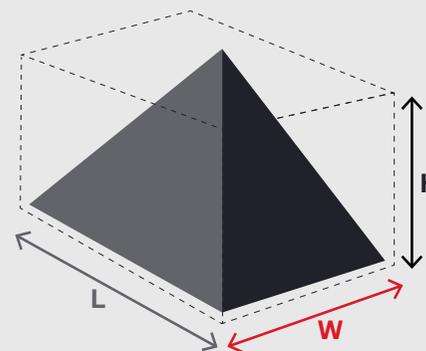
>1kg up to 3kg

>3kg up to 5kg

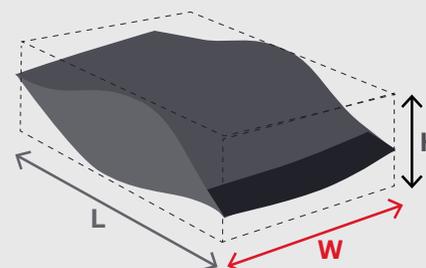
Box



Irregular shape



Satchel



Height ■

Length ■

Width ■

# Sending within Australia

## Items over 5kg using your own packaging

Parcels over 5kgs are charged according to the parcel's physical weight or cubic weight equivalent, whichever is greater and based on location from which it is being sent and destination.

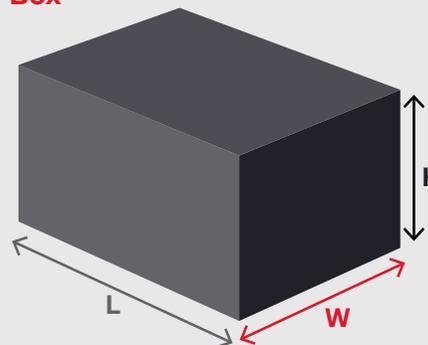
We do this to account for the space your parcel will take up in our vehicle.

Reminder, the formula to work out the cubic weight is:

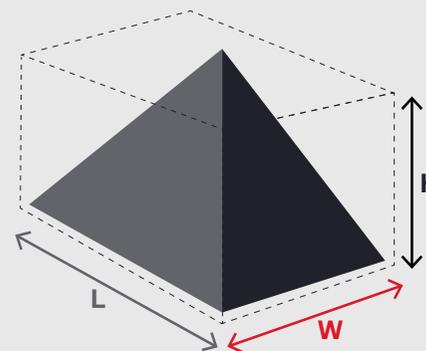
Height (m) x length (m) x width (m) x 250 = cubic weight

For example, if the physical weight of your parcel is 10kg but the cubic weight is 15kg, you'll be charged on the cubic weight because it is greater. But if the parcel's physical weight is 16kg, you'll be charged the physical weight because it is greater than the cubic weight of 15kg.

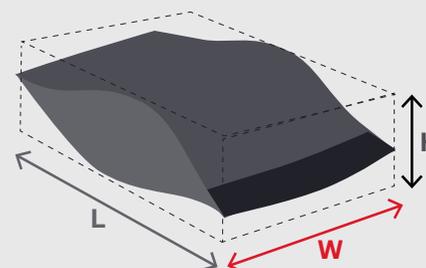
Box



Irregular shape



Satchel



Height ■

Length ■

Width ■

## Sending internationally

International parcels are charged according to physical weight of the parcel, the **sending zone** your destination country is in, and the service you use.

You'll receive your MyPost Business savings on eligible parcels depending on the destination zone of your parcel and your band eligibility<sup>1</sup>.

View the MyPost Business postage rates guide [here](#).

The maximum weight you can send is 20kg and the maximum girth is 140cm.

The formula to work out the girth of your overseas parcel is:

$$\text{width (cm)} + \text{height (cm)} \times 2 = \text{girth}$$

For example: a parcel with dimensions 10cm, 105cm and 20cm

$$= (10\text{cm} + 20\text{cm}) \times 2$$

$$= 30\text{cm} \times 2$$

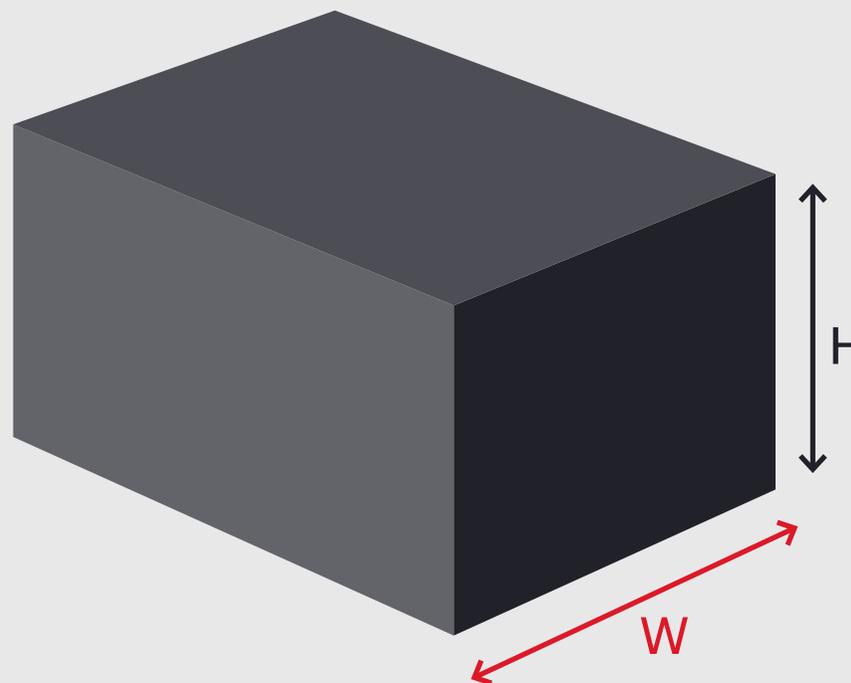
$$= 60\text{cm girth. Within girth limit}$$

Or for a parcel with dimensions 40cm, 35cm and 100cm

$$= (40\text{cm} + 35\text{cm}) \times 2$$

$$= 75\text{cm} \times 2$$

$$= 150\text{cm girth. Exceeds girth limit}$$



Max weight = **20kg**

Max girth = **140cm**

<sup>1</sup> Savings are subject to a number of eligibility criteria. Savings are calculated based on how many qualifying parcels you send over rolling 8-week and 12-month periods. To be eligible, you must have a MyPost Business account and use your account when purchasing qualifying parcels and you must meet the volume requirements over the relevant period to get savings on certain products. Please refer to the terms and conditions for further details on the eligibility criteria: <https://auspost.com.au/terms-conditions/send-and-save-terms-conditions>

# Maximum parcel size and weight

Take care not to exceed our maximum parcel size and weight restrictions

Destination	Maximum weight	Maximum length	Maximum dimensions
Domestic	22kg	105cm	0.25 cubic metres
International	20kg	105cm	140cm girth

## 2. Pay

Once your parcel is ready, you have the option to pay online via the MyPost Business website or pay at a Post Office.

### Paying online

Simply log in to MyPost Business, fill in the details, get a price and pay. You can also book a parcel pickup if you're in a major metropolitan area<sup>2</sup>.



Step 1: Log in to MyPost Business



Step 2: Enter the delivery address



Step 3: Get a price



Step 4: Pay

### Paying at a Post Office

Take your parcel to your local Post Office. If you need packaging, you can purchase it there.

Our staff will assess your parcel and give you a price. To receive any eligible savings, scan your MyPost Business QR code at the counter using your phone. That's it, you're done!



Step 1: Visit your local Post Office



Step 2: Buy packaging if needed



Step 3: Get a price



Step 4: Pay

<sup>2</sup> Additional charges apply for pick-up services. Not available in all localities. The Parcel Pickup Service is only available in major metropolitan areas of Australia as identified on MyPost Business, and you will be advised by the on-screen prompts of its availability in your location. Australia Post reserves the right to vary at any time the locations where the Parcel Pickup Service is available. The pick-up service provides parcel pick-up from the sender address and lodgement into the Australia Post delivery network. We can collect up to 50 parcels at a time. Pickups between 9am and 5pm Monday - Friday, for orders placed before 1pm the day prior. Subsequent parcel delivery will then occur based on the postage services you have purchased. For details, read the MyPost Business Parcel Pickup terms and conditions. (<https://auspost.com.au/terms-conditions/parcel-pickup-terms-and-conditions>)

## 3. Print your label

### Online

Once you've paid for your postage label it'll be generated as an A4 or A6 PDF file. You should be able to print this easily using your printer. Once your label is printed, attach it securely to your parcel.

### Printing domestic labels (Parcel Post and Express Post)

- Each postage label is A6 sized.
- You can print 1-4 A6 labels on an A4 sheet. Set your label preferences in your MyPost Business account under 'Settings'.
- Labels are generated as a PDF so your regular printer should print this.
- If you have an A6 label printer, that works too.
- [Click here to view label samples.](#)



### At a Post Office

If you're paying in-store, please ensure that the sender's and receiver's addresses are clearly labelled.

Our staff will print postage label(s) upon payment and attach it to your parcel.

## 3. Print your label

### Online

#### Printing International labels

- Once you've entered your parcel's details and paid for it in MyPost Business, the system will automatically generate A5 (CN23) labels, which also act as the Customs Forms for customs declaration and clearance.
- Print them all, insert into a plastic adhesive sleeve and affix the sleeve on your parcel. Plastic sleeves are available for free at Australia Post retail outlets and Business Centres.
- Labels are generated as a PDF file so your regular printer should print this.
- [Click here to view label samples.](#)



### At a Post Office

International address labels and customs declaration form(s) are available in store.

You need to fill out a customs declaration form for all parcels (and express letters) you send overseas. Save time by completing your customs declaration before lodging your parcel, to find out more head to [auspost.com.au/sending/send-overseas/customs-forms-regulations](https://auspost.com.au/sending/send-overseas/customs-forms-regulations) or just ask a member of our team. They'll be happy to help.



[Pack your parcel](#) > [Pay online or in-store](#) > [Print your label](#) > [Send your parcel](#)

## 4. Send your parcel

If you paid for your parcel online, drop it off at a Post Office, Street Posting Box, or even organise a pick up<sup>1</sup>.

Or if you paid at a Post Office, our staff will give you your receipt and we'll take care of it from here.



[auspost.com.au/mypost-business](https://auspost.com.au/mypost-business)

<sup>1</sup> Additional charges apply for pick-up services. Not available in all localities. The Parcel Pickup Service is only available in major metropolitan areas of Australia as identified on MyPost Business, and you will be advised by the on-screen prompts of its availability in your location. Australia Post reserves the right to vary at any time the locations where the Parcel Pickup Service is available. The pick-up service provides parcel pick-up from the sender address and lodgement into the Australia Post delivery network. We can collect up to 50 parcels at a time. Pickups between 9am and 5pm Monday - Friday, for orders placed before 1pm the day prior. Subsequent parcel delivery will then occur based on the postage services you have purchased. For details, read the MyPost Business Parcel Pickup terms and conditions. (<https://auspost.com.au/terms-conditions/parcel-pickup-terms-and-conditions>)