



Parcel and freight preparation guide

A guide to help improve sender
and receiver experience



At Australia Post and StarTrack, we know that it's crucial for your business to have parcels and freight delivered safely and on time.

This guide has been designed to help you prepare your parcels for delivery through Australia's largest parcel and freight delivery network. The Guide includes correct address formatting and label production, correct manifest practices and recommended packaging. Following these instructions will make sure that your parcels are processed and delivered to your customers as smoothly as possible.

It's important to understand that complying with correct addressing, labeling and manifest preparation standards and using appropriate packaging are all obligations contained in your contract.

We're always here to help, too. If you need any further information about this guide, our delivery processes, or need guidance on how to send a particular item, speak to your Account Manager or Australia Post lodgement point.



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BEING SAFE EVERYWHERE

At Australia Post and StarTrack we believe that there is nothing more important than everyone's safety, health and wellbeing. Our vision is for zero injuries, zero harm to anyone and zero tolerance of unsafe acts or workplaces. For us, safety is a core value and it extends beyond our own staff, to our customers, the general public and the receivers of the parcels and freight we transport on your behalf.

We believe that everyone has role to play in their own safety and those around them. This guide includes key information on not only how to send efficiently through our network, but also on sending safely. As a valued customer please take a few minutes to read this guide.



BEING SAFE EVERYWHERE

There's not ing mor
important than our
safety, health and
wellb ing

Labelling your parcels and freight

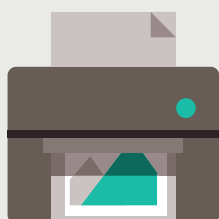
Labels contain critical information that helps in the sorting and delivery of your parcels and freight. For our tracked services, good quality and well presented labels are also critical in providing your receivers with tracking information along a parcel's journey, helping to provide a positive customer parcel's experience.



Top tips

Help make sure your customers receive their deliveries on time and are able to track* their parcels and freight by:

Checking your printer heads daily, to ensure print is of good quality.



Ensuring your label is placed on the largest, flattest surface with no wrinkles.



Using one of the standard eParcel templates (please refer to the Integrated eParcel Guide). Applies to eParcel only.



Label quality

The quality of your label will affect how quickly we can sort and deliver your parcel and freight. To enable accurate tracking, and to help make sure your parcels and freight are delivered on time, follow the checklist:

1. Your label should be on matte white paper, with barcode and address printed visibly with black ink.

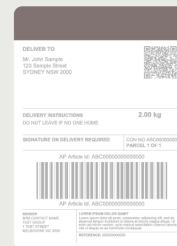
Ensure label is white matte paper with barcode and address printed clearly in black ink.



Check your printer heads are clean and the label is clearly visible.



Check the print quality is good – the ink should be black, not grey/faded.

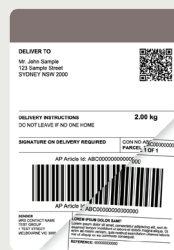


2. Make sure your label is flat and free from damage, including wrinkles and wrapping.

Ensure label is flat and free from damage, including wrinkles and wrapping.



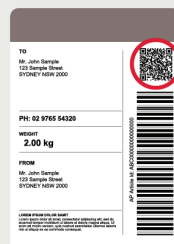
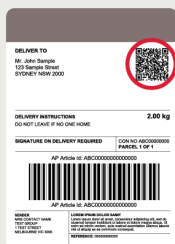
Check for damage - ensure your barcode isn't torn or ripped in anyway.



Check the label is not wrapped over an edge.



3. Include a Smart Barcode with a Delivery Point Identifier (DPID). (Australia Post Only)



Smart Barcodes hold all the data of a linear barcode plus a Delivery Point Identifier (DPID). A DPID is a unique reference number for a specific physical delivery address. Including the DPID contributes to parcel delivery efficiencies.

For more information on label quality and Smart Barcodes, please speak to your Account Manager or Australia Post lodgement point.

Label position

It's also important to make sure you position your label in the right place. Here are a few quick tips:

1. Label should be clearly visible, with no strapping or tape covering it.

Label should appear clearly without obstruction.



Check the label isn't obstructed, it should be clearly visible.



Avoid applying sticky tape over the label.



If reusing packaging, ensure all old labels and barcodes are either removed or not visible.



2. Place labels on the largest, flattest surface of your parcel or freight. Make sure it isn't wrapping around any edges, or positioned over a flap, fold or seam in your packaging.

Check the label is positioned on the parcels largest surface.



Check the label is visible on one side of parcel or freight only, ensure it does not wrap around edges.



Check the label is flat and avoid placing it over the packaging fold or flap.



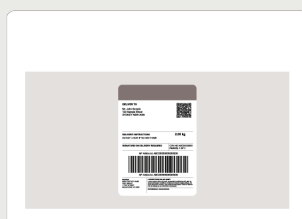
3. When using a plastic sleeve or letter window.

If you're using a plastic sleeve or letter window, ensure plastic is not too shiny. Reflective materials will make it harder for our equipment to read your label.



4. When using a satchel.

If you're using a satchel, place the label in the middle of the satchel, on the flattest surface.



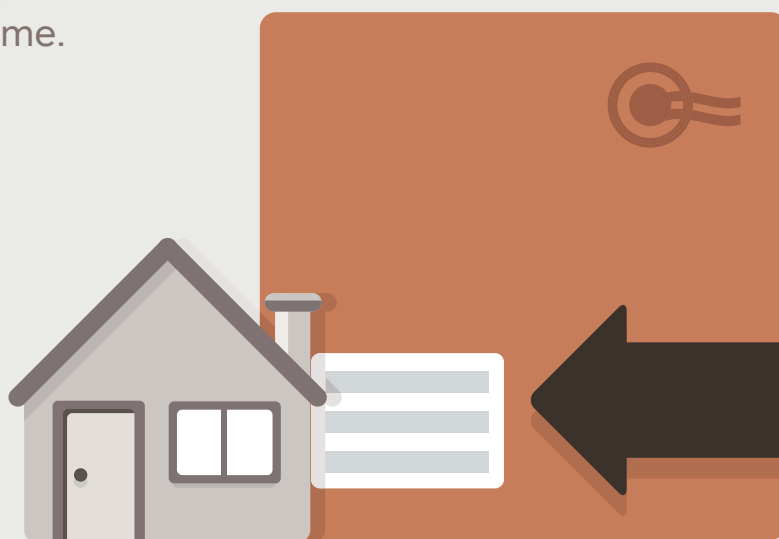
Label specifics

Express Post parcel must bear a yellow colour indicator on the shipping label, or use required Express Post yellow tape.

Parcels weighing over 16kg must have a 'heavy parcel' sticker placed on the parcel.

Address formatting

Addressing your parcels and freight with correctly formatted and positioned labels will help ensure they reach your customers on time.



Using Label Print Service (LPS)

(Australia Post only)

The Label Print Service (LPS) is a simple way to make sure your address labels are formatted correctly. Labels made with this system can be quickly read by our sorting machines, which saves time and supports a smooth, fast delivery.

LPS formatted addresses allow our sorting machines to:

- Validate all Australian addresses
- Generate a 2D barcode that contains routing information to individual addresses (not just postcode)
- Produce an address block with the right font size, spacing and information to meet Australian addressing standards.

For details on generating and formatting your own addresses please refer to the next page.

Formatting your own addresses

(Australia Post and StarTrack)

If you are creating your own address labels, it is important to adhere to the formatting standards of Australia Post and StarTrack. This way, you can avoid any delay in your parcel or freight reaching its destination.

The address must be accurate, clearly legible and correctly formatted. Labels that don't match the standard of the Australia Post guidelines may not be easily read by our sorting machines, which could cause delays in delivery.

There are several critical components of address formatting:

- Include routing information in the barcode so our sorting machines can direct your parcel or freight to the right location first time, without needing to rely on typed or hand-written addresses (Australia Post only)
- Use address validation software to make sure your address information is accurate and complete, in case our sorting machines need to read this
- Provide the entire address without truncations
- Use black ink on a white label
- Don't bold, underline or use italics
- Capitalise suburb and state, and include postcode on the last line
- Use one of the eParcel label templates (please refer to the Integrated eParcel User Guide). Applies to eParcel lodgement only
- Do not include commas or punctuation.

The 'Deliver to' and 'sender' addresses also have specific requirements:

'Deliver to' address

- Use the word 'To:' at the top of the 'Deliver to' address block
- Format your text in a single block, avoiding excessive spaces and blank lines between address lines
- Text must be aligned left (left justified)
- Always use font Arial 12pt throughout the 'Deliver to' address book, avoiding bold and italic.

'Sender' address

- Use the words 'Sender:' or 'From:' at the top of the 'Sender' address block
- Format your text in a single block, avoiding excessive spaces and blank lines between address lines
- Always use font Arial 10pt throughout the 'Sender' address block, avoiding bold and italic. The Sender address should always be visibly smaller than the deliver to address
- Do not include commas or punctuation.

The diagram illustrates the layout of an eParcel label. It features a dark grey header at the top. Below the header, the label is divided into two main sections. The left section contains two address blocks: the top one is labeled 'To:' and the bottom one is labeled 'From:'. Both address blocks are enclosed in red rectangular boxes. To the right of the 'To:' address block is a square QR code. Below the 'To:' address block is a horizontal line, followed by the text 'Ph: 02 9765 54320'. Below this is another horizontal line, followed by the 'From:' address block, which is also enclosed in a red rectangular box. To the right of the 'From:' address block is a vertical barcode. The entire label is enclosed in a thin black border.

Manifesting your parcels and freight

The manifests you submit with your parcels are a critical component in the delivery process. Accurate and detailed manifests will help make sure your parcels and freight reach customers efficiently.



Manifests/ mailing statements

All parcels lodged must have a corresponding manifest. The manifest that accompanies your parcels and freight provides valuable information that helps our sorting machines send your parcel to the right location. The information on manifests also helps ensure compliance with chain of responsibility requirements, so its critical that the information is accurate and complete.

If you fail to provide a manifest, or the manifest is inaccurate or incomplete, we may withhold processing your parcels and where appropriate charge you an additional fee. To help make sure your parcel reaches its destination as quickly as possible, and avoid additional fees or charges, your manifest MUST:

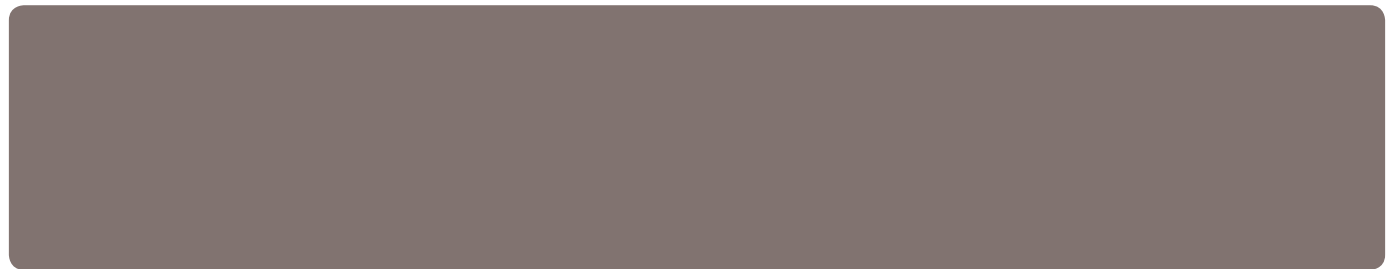
- Be submitted at the time you physically lodge your parcels and freight, so that our sorting machines can read and decide how they will be sorted (i.e. where you attend and lodge at one of our facilities. If you do not provide us with a manifest, we may charge you a fee)
- Be lodged at the same time as the driver picks up your parcels and freight (i.e. where we collect or arrange collection from you. If you do not provide us with a manifest, we may charge you a fee)
- Be accurate. We may charge a fee where the manifest is not accurate
- Contain the complete and correct address for each parcel. Incomplete or wrong addresses will likely result in your parcel being sorted to the wrong location and could result in an additional fee being payable
- Be in accordance with the system integration, or technical guides so that our systems can communicate effectively with yours
- Contain all parcels being lodged
- Large manifest files should be split into multiple smaller files.

Better for your customers

The information provided in your manifest also helps your customers track their parcels. Including accurate email addresses and mobile numbers for your customers will allow them to receive tracking notifications*, giving them visibility of their items throughout the delivery process.

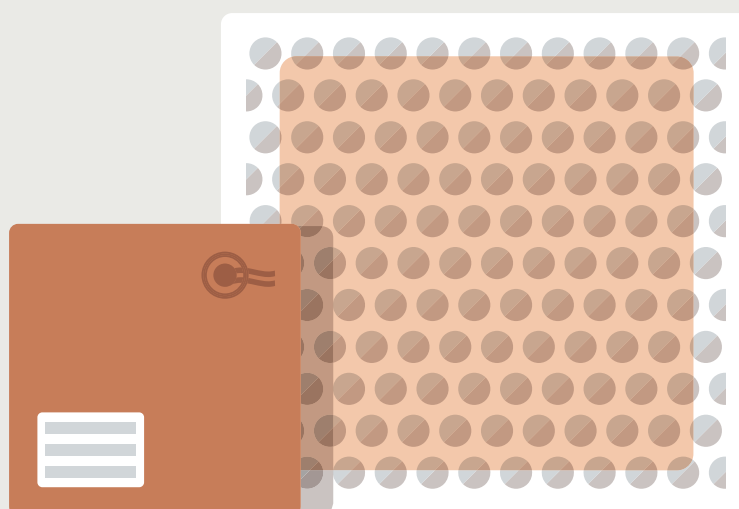
We're here to help

If you have any difficulties or problems when submitting your manifest, refer to the eParcel User Guide or eParcel Integration via SFTP guide, or your eParcel Consultant for Parcel Post product. For StarTrack products, please refer to your PNT Specification, which contains information about who to contact.



Packaging your parcels and freight

It's critical to package your parcels and freight correctly to help make sure they can be easily sorted and delivered to your customers on time. Here are some helpful tips



Size

If you're sending boxes, make sure they don't exceed our maximum size dimensions for the service you are choosing:

	Weight	Max size (HxLxW)	Max Dimensions
Australia Post	22kg	105x70x70cm	0.514m ³
StarTrack	20kg	120x80x80cm	0.423m ³

Items over 16kg require a clearly visible heavy item warning label. Including these items on your parcels and freight helps to protect you, our staff and your customers.

For sending larger sizes and/or weights than those specified above, please speak to your Account Manager or Australia Post lodgement point.

Shape

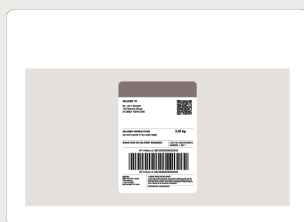
Boxes

Boxes are ideal due to their flat surfaces and address labels can be accurately read by our sorting machines. Boxes are also more stable on the sorting machine's conveyor belts.



Satchels

Satchels are great too, as long as they're not overfilled. Satchels that are overfilled become rounded, which distorts address labels and makes it difficult for our sorting machines to read.

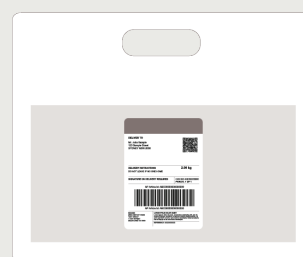


Poster Rolls

Cylinder poster rolls can easily roll off our sorting equipment, causing delays in the sending process. If this happens, charges may apply.



Avoid any packaging with loose straps, flaps, ribbons, strings or handles. These elements can get caught on the moving parts of our sorting machines, causing the machine to stall.



Coloured and textured packaging

For the fastest and most successful delivery of your items, use packaging which is matte and bright or light in colour.

- Dark or shiny packaging can be difficult for our sorting machines to read. If our machines cannot accurately detect your parcels, they will need to be manually sorted which will cause a delay on delivery
- Glossy or slippery packaging can also cause problems. As your parcel moves along the conveyor belts on our sorting machine, there are bends and corners which could cause slippery items to fall off. While we have nets to catch fallen items, these parcels need to be retrieved and re-sorted which will cause delays.

Durability

We take care to avoid damage to your parcels. However, you must make sure that your packaging is durable enough to withstand travelling on conveyor belts, and to put up with the occasional knock from other parcels. If your parcel contains anything sharp, make sure your packaging is sturdy enough to avoid being pierced from the inside.

Internal packaging is also important to prevent items inside your parcel causing damage to each other. Here are some internal packaging tips:

Non-fragile

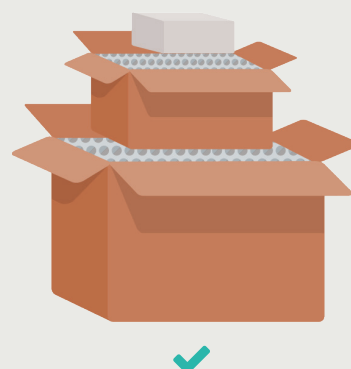
For non-fragile products in a single box, use fillers such as loose fill peanuts or cushioning material.



Fragile

For fragile products, use a 'box in box' method:

- Wrap individual items with a cushioning material
- Use a filler or cushioning material to stop contents from moving around inside the box
- Seal box and place into a sturdy, larger outer box, with cushioning material or filler in between.



Tip

- Secure boxes with plenty of tape but don't cover the barcode
- Always use extra packaging for shelf display boxes, which aren't usually very durable
- Fill any empty space in boxes with filler as underfilled boxes often collapse

Wine and bottled products

This guide will assist you on how to best pack bottled products, by highlighting the importance of good quality, sturdy packaging to ensure your goods avoid being damaged during delivery.

When selecting packaging for your wine and bottled products, follow the below steps:

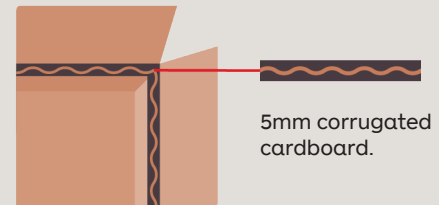
1. Outer construction

When choosing your packaging, ensure the outer shell of the packaging is:

- Corrugated cardboard construction with a minimum width of 5mm for sturdiness
- Adequately secured at the top and bottom so that boxes can be lifted by hand or vacuum lift without risk of damage to the package itself.

Note

When using tape, ensure it does NOT cover any labels.



5mm corrugated cardboard.



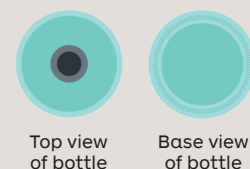
Vacuum Lifters

Vacuum lifters are designed to lift heavy boxes, such as wine and bottled products.

2. Dividers and separators

Your packaging **MUST** contain dividers/separators that are:

- Adequate to protect the product you are sending
- Moulded egg carton or similar, is the preferred option
- At least 3mm in width/thickness.

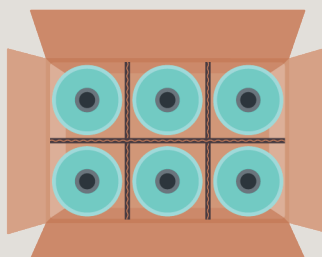


Top view of bottle

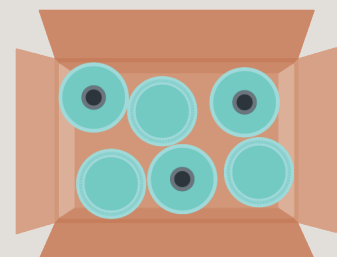
Base view of bottle



Moulded carton constructions will secure any bottle movement.



Using 3mm corrugated cardboard dividers will limit bottle movement.



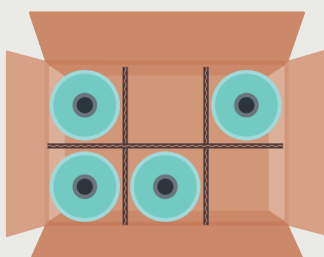
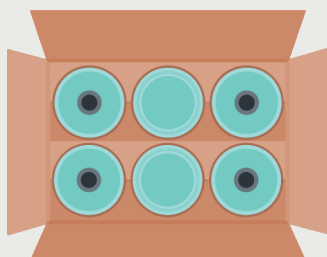
Without dividers, bottles move around within the package and significantly increase the chance of a breakage.



3. Empty Spaces

Ensure all contents are secure and not prone to any internal movement.

DO NOT leave empty spaces. Ensure all spaces are filled with even weight distribution, “avoid the void”.



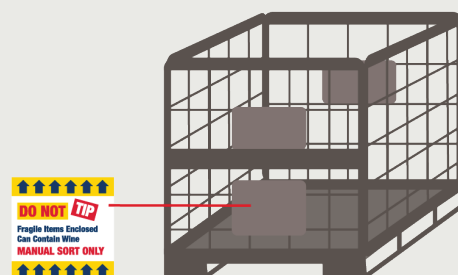
Even with dividers, the empty spaces allow bottles to move within the package, increasing the chance of a breakage.

ULD cage labelling for wine or other bottled freight

When labelling your cage, an informative directional label marked ‘DO NOT TIP’ should be applied to **TWO** sides of the ULD, to indicate to the forklift drivers not to invert the product and direct your goods to the appropriate processing location.

NOTE

To order ‘DO NOT TIP’ labels, please request material code 8838268 from your lodgement point.



Example of an informative directional label to be placed on ULD.

Returns from your customers

If your customers are returning goods to you in their own packaging, you will need to pass these tips on to them. Remind them that parcels must be:

- In secure packaging
- In packaging that is sturdy enough to avoid it being pierced by other parcels or by its own contents
- Packed in a way that prevents items inside the parcel from causing damage to each other, and to protect against occasional bumping with other packages.

For more information on packaging and address formatting then please refer to the 'Labelling your parcels and freight' and 'Packaging your parcels and freight' sections of this guide.



Presenting your parcels and freight

Whether lodging or arranging for pick-up, it's essential that your parcels are presented correctly. Use these guidelines to ensure your goods move through the sorting and delivery process smoothly and help them reach your customers on time.

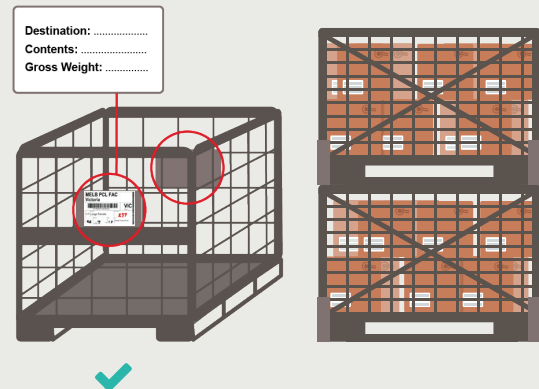


Unit Load Devices (ULDs)

(Australia Post only)

These guidelines must be followed when using ULDs to transport your parcels:

- Make sure there is no rubbish or loose items in the ULD
- Stack parcels loosely, with heavier parcels at the bottom
- ULD must not exceed 600kg in gross weight
- Labels showing the destination, contents and gross weight must be placed on both plates of the ULD, facing outwards
- Make sure the ULD is not over-stacked, and that no parcels are protruding above the lip of the ULD.



ULD top tips

- Including accurate information on your ULD label will make sure it is sent to the right area of the facility for processing without any hold-ups
- We can't collect your item unless you have included the gross weight on your ULD. This is a legal requirement. For more information see Chain of Responsibility on the Australia Post website.
- Make sure no parcels are protruding out of the ULD
- Foreign objects in your ULD will cause our sorting machines to stall. Please make sure your ULD is free from any rubbish.

Pallets (StarTrack only)

When using Pallets to transport your freight, it is critical that the below guidelines are followed:

Bulk pallets

Follow these guidelines for pallets when all items are being transported to a single destination:

- Items must be brick-stacked no higher than 1.6m, with heavier items at the bottom
- Pallets must be securely shrink wrapped, with labels on the outside of the wrapping
- Pallets must display a shipping label, the gross weight, and a 'do not breakdown*' label, clearly visible on all four sides

*'Do not breakdown' labels help stop pallets being inadvertently broken down, which will cause delivery delays.



Breakdown pallets

Follow these guidelines for pallets that require breaking down for delivery to multiple destinations:

- Items must be brick-stacked no higher than 1.6m, with heavier items at the bottom
- Pallets must be securely shrink wrapped, with labels on the outside of the wrapping
- Pallets must display the gross weight, and a 'please breakdown*' sticker, including location of the depot where breakdown is to occur, clearly visible on all four sides.

*'Please breakdown' labels make sure your pallet is broken down and processed without delay.

