



# PO Box Your address away from home

A more secure and convenient way to receive your letters and parcels.



Secure and private parcel and mail delivery



Delivered 5 days a week



Secure storage of parcels for 30 days



Australia Post

# PO Boxes aren't just for mail. They're for your parcels too.

For business or personal use, a great way to ensure the items we deliver to you remain safe and secure is with a PO Box.

## Secure

Your items are kept safe under lock and key, providing you with peace of mind knowing that they are protected from the weather and unwanted attention.

## Private

Your PO Box address means your physical address can remain private.

## Convenient

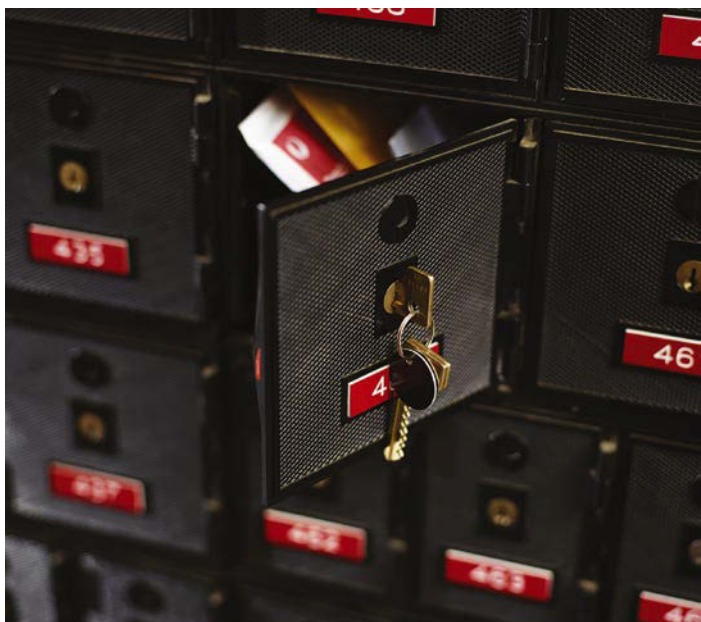
With 24 hour access at most Post Offices, you can collect your items when it suits you\*. And if a parcel is too large to fit in your PO Box, we'll leave you a key so you can collect it from a PO Box red door.^

## Consistent

If you decide to move, your PO Box doesn't need to change.

\* Please check at your individual PO Box location, as access times can vary.

^ Parcel delivery via red doors is subject to size and availability restrictions. Parcels that can't be delivered using a red door box will be given a card advising collection from your Post Office. Red door boxes are available at participating Post Offices.



# Applying for a PO Box

## Apply in-store (personal use)

Simply complete the application form at the end of this brochure and take it to a participating Post Office along with your Driver's Licence to confirm your name, your address and signature.

If you don't have a Driver's Licence you will need to provide two forms of identification - one from each of the categories below.

### To confirm your name and signature:

- Passport
- Credit Card
- EFTPOS Card
- Government Concession Card
- Utilities account (gas, electricity, telephone or water bill)
- Rate notice
- Bank statement

## Apply online (personal use)

To apply online, you need to log in to your MyPost account, or if you're not a MyPost customer already, you need to register at [auspost.com.au/mypost](https://auspost.com.au/mypost).

You can then apply for a PO Box by following the link to 'Collection Points' at the top of the page and selecting 'New PO Box' from the 'Add collection point' menu. You may need to verify your identity online if you have not already done so.

## Apply in-store (business use)

If you are applying on behalf of a business, your application will need to be lodged in-store. As a business customer, you'll need to provide an Australian Business Number (ABN) and submit proof that you're authorised to act on behalf of the business.

This can be provided by way of a statutory declaration, a copy of the Australian Business Registration document or a signed request by an authorised officer of the business on company letterhead.

So you don't have to worry about annual renewals and risk disruption to your mail delivery, fees for your PO Box / Locked Bag service can be automatically billed to your Australia Post Business Credit Account.

Note: You will also need to provide personal identification as above.

## Terms and conditions

[https://auspost.com.au/content/dam/auspost\\_corp/media/documents/australia-post-general-terms-and-conditions.pdf](https://auspost.com.au/content/dam/auspost_corp/media/documents/australia-post-general-terms-and-conditions.pdf)

# Choose your PO Box

Select a PO Box or locked bag size<sup>^</sup> that will accommodate the quantity of mail you anticipate receiving.

## Small Box (90mm x 130mm)

Suitable for personal mail.

## Medium Box (135mm x 130mm)

Suitable for small to medium businesses.

## Large Box (275mm x 130mm)

Suitable for medium to large businesses.

## Locked Bag

Suitable for high volume enterprises.

## Combined Box with bag/tray service (in addition to PO Box)

Suitable for high volume enterprises with a PO Box address.

## Other

Jumbo and A4 boxes available at selected Post Offices.

It's important to be realistic in your assessment of potential mail volumes. If mail for your PO Box regularly exceeds capacity, you may be required to:

- Apply for a larger PO Box
- Apply for an additional PO Box (if available)
- Apply for a combined PO Box/locked bag (to be associated with your current PO Box number)
- Apply for a locked bag service (you will require a new service number).

For information about pricing, please contact the Australia Post Customer Contact Centre on **13 13 18**, visit us online at **auspost.com.au** or enquire at your local Post Office.

## Upgrade to PO Box Plus – all your parcels to your PO Box!

Upgrade to our PO Box Plus service\* at a participating Post Office today and you'll be able to collect parcels from other carriers as well as Australia Post and StarTrack.<sup>^</sup> Fees will apply if you upgrade. PO Box Plus provides you with a dedicated and consistent suite address usable for your parcel deliveries. You can receive up to 50 parcels from other carriers within each PO Box billing year using PO Box Plus, after which additional fees may apply.

<sup>^</sup>Subject to availability.

## Local Pickup & Delivery Services

With easy and convenient pickup and delivery options to suit your business, Australia Post's Local Pickup & Delivery Service can help take the hassle out of your mail operations\*. Whether you need your letters or parcels delivered regularly from your PO Box to your business, multiple items delivered to the same address, or a same business day pickup for urgent articles - you can be confident Australia Post can help#.

Visit our website at [auspost.com.au/business/shipping/pickup-delivery-service](https://auspost.com.au/business/shipping/pickup-delivery-service) for a list of services and pricing.

## Mail2Day

Let us help you make the most of your time by notifying you by email when you have mail in your PO Box. Mail2Day is available at participating Post Offices. To subscribe to this service, simply tick the box on the application form.

Please note, in order to receive Mail2Day notifications, you must provide a valid email address.

## 24/7 parcel collection

PO Box customers can now collect parcels 24/7 using red door parcel delivery boxes.<sup>†</sup> When a parcel is received and is too large to fit in your PO Box, we'll place it in a red door box for you to collect.

Note: Parcel delivery via red doors is subject to size and availability restrictions. Parcels that don't fit into your PO Box and can't be delivered using a red door box can be collected from your Post Office. Red door boxes are available at participating Post Offices. Collection time limits apply.

## Managing your PO Box details

You can update your name, address, contact details and service preferences at any Post Office. Please note that suitable identification, as referred to on page 3, and supporting documentation must be provided.

Alternatively, you can log into your MyPost account to review and modify your PO Box account details online at [auspost.com.au/mypost](https://auspost.com.au/mypost)

## Fees and invoicing

The service year for PO Boxes is calculated from 1 April to 31 March the following year.

If you apply for a PO Box or associated services any time from 1 May to 31 January, pro rata fees are payable in advance for the remainder of the service year. The pro rata charge for each month is a twelfth of the annual fee.

Applications lodged in February or March will include charges for a full year in addition to pro rata fees.

Australia Post calculates charges for PO Boxes and associated services from the first day of the month in which the service starts to the last day of the month in which the service ends.

For more information regarding fees visit [auspost.com.au](https://auspost.com.au)

\*Local Pickup & Delivery Services is only available to customers holding an Australia Post Business Charge Account.

#Offer applicable to all Australian States subject to availability of transport mode.

†Please check at your individual PO Box location, as access times can vary. Parcels delivered to a Red Door Box or Post Office must be collected within 30 days, otherwise the parcel may be disposed of or destroyed.

## Duration of service

Your PO Box is renewable annually and will be accessible by you until:

- You let us know that you no longer require the service;
- You don't pay the annual fee; or
- The service is cancelled by Australia Post for breach of the Terms and Conditions.

Pro rata refunds are payable for unused service months, less a cancellation fee.

## Change of address

When you're applying for your PO Box, Australia Post offers to redirect mail from your street address to your PO Box **free for six months**. Be sure to complete a Mail Redirection Form and submit it together with your PO Box application.

Note: without a mail redirection, any mail not addressed to your PO Box address will continue to be delivered to your street address.

## Keys and locks

When you take out a PO Box you will receive two keys – extra keys can be purchased at any time. If you lose your keys or have concerns regarding mail security, enquire at your Post Office about having your lock changed (fees apply).

## Transfer of service

Your business PO Box can be transferred to business successors or associates (with your written consent). Service transfer is also available in the case of a deceased estate.

For advice on PO Box transfers, ask at your Post Office or call **13 13 18**.

## Availability

If services are unavailable at your chosen Post Office, you can search for a service at a nearby location or opt to be placed on a waiting list. Your details will be saved until a suitable service becomes available.

Contact the Australia Post Customer Contact Centre on **13 13 18**, visit us online at [auspost.com.au/pobox](https://auspost.com.au/pobox) or enquire at your local Post Office for information about PO Box or bag availability.

## Privacy notice

We collect your information so we can create your PO Box or bag service. We will be unable to process your application if you do not provide the information requested.

Your information may be shared internally or with other third parties contracted to assist in the creation, administration of your PO Box or bag service or verification of your identity. Aside from this exception, Australia Post will not disclose your information unless required or authorised by law or in accordance with our Privacy Policy, a copy of which is available at [auspost.com.au/privacy](https://auspost.com.au/privacy). By applying for a PO Box or bag service you additionally agree to the corresponding terms.

# Applicant details and declaration for a PO Box



PO Box/Bag No.



\*1061 0003

PO Box location

PO Box size

MyPost customer number (optional)

ABN (required for business applicants)

\* Customer name (if for personal use) or Business name

Preferred name

\*Date of birth / /

Email

Mobile +

Other

\* Street address

\* Post code

\* City

\* State

**Marketing opt in** (See Privacy Notice for more information)

I would like to hear about news, special offers and current and future Australia Post products and services.

**Business applications** (additional identification and authorisation)

Name of person applying on behalf of business

Position of applicant

+Mobile (if different from above)

+Other (if different from above)

**One of the following must be provided:**

Statutory declaration.

Signed request by an authorised officer of the business on company letterhead.

Copy of Australian Business Registration document.

\*One phone number (mobile or other) is mandatory

\*Mandatory field

**PO Box Plus** Tick if you would like to upgrade your PO Box service to PO Box Plus. Additional annual fee will apply. This service is only available at participating Post Offices.

**Mail2Day notification** Tick if you wish to receive email notifications when mail is awaiting collection in your PO Box.

**Free mail redirection** We can redirect your street-addressed mail to your PO Box or bag free for six months. To take advantage of this offer, tick the box at left, complete a mail redirection form and lodge it together with this application.

**Electronic invoice** Tick if you wish to receive your renewal electronically (not applicable for customers using an Australia Post credit account).

**Reduced rate** Excludes persons residing on houseboats, water / sea vessels or on a private road such as a caravan park, gated community, retirement village or Defence Force barracks. Only available for customers where Australia Post doesn't deliver to their residential or business address, and each non-delivery address is eligible for one reduced rate PO Box or locked bag at the nearest Post Office. (Note: assessment may take up to seven days. Customers may be changed to full rate if delivery circumstances change)

**Receive promotional mail into your PO Box or bag?**  
(See [Privacy Notice](#) for more information)

I do not wish to receive promotional mail into my PO Box or bag from Australia Post or other businesses via the Australia Post promotional mail service (semi addressed / unaddressed).

**Collection Notification** We can send you an email and / or SMS notification (where available) when you have an item waiting to be collected that doesn't fit in your PO Box. If you prefer to receive a card in your PO Box. If you prefer to receive a card in your PO Box, tick the box below.

I do not wish to receive electronic Collection Notifications.

**Delivery of signature items** Tick if you do not wish articles delivered by Australia Post requiring a signature to be placed into your PO Box. This will require you to collect your items in store.

**24/7 POB Parcel Delivery Service** Tick if you do not wish parcels that are too large for your PO Box to be placed in a red door box (where available) for you to collect. This will require you to collect your parcels in store.

**Automatic renewal** Please automatically debit the annual renewal fee to the Business Credit Account Number below:

Business Credit Account Number: \_\_\_\_\_

### Declaration

I hereby declare that:

1. I am the customer and / or an authorised agent of the customer.
2. I have read and agree to the PO Box and locked bag service Terms and Conditions.
3. If I am an authorised agent, I understand I must not access the service if I am no longer authorised by the customer.
4. I understand it is a serious criminal offence to give Australia Post false or misleading information, or to use the service in a dishonest manner or without proper authorisation.
5. If I have nominated a Business Credit Account, I warrant that I am authorised to use the Business Credit Account provided.

\*Signature of applicant \_\_\_\_\_

\*Date                    /                    / \_\_\_\_\_

\*Mandatory field