Postage meters

Conditions of use – July 2021

Australia Post

Australia Post
Postage meter section

@   **MMMController@auspost.com.au**

▢   **auspost.com.au/metering**

☎   **1300 823 789**

✉   **Australia Post**
Postage meter section
Shared Services (Metered Mail)
GPO Box 5091
MELBOURNE VIC 3001

Delivery timeframes for Priority letters

In 2020 our Priority letters service was temporarily suspended following temporary changes made to the performance standards that apply. The changes were necessary to adapt to the COVID-19 related operating constraints and impacts. These temporary changes expire on 30 June 2021, and the Priority letters service will resume from 1 July 2021.

We will endeavour to deliver according to the Priority letters delivery timetable as best we can given the ongoing challenges and uncertainties of the COVID-19 pandemic, including the reduction in domestic flights, distancing and hygiene requirements throughout our network, and potential further border closures and restrictions.

Further information on the changes and current delivery timeframes is available at **auspost.com.au/letterchanges**.

Disclaimer

The purpose of this postage meter guide is to assist postage meter customers to prepare and lodge their articles within Australia for carriage by Australia Post.

Although correct at the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn. Up to date information may be obtained from the contacts listed above.

Postage meter suppliers

The following suppliers and their agents may supply, service and inspect Standard-compliant postage meters. The suppliers listed are current at the date of publication. For the latest supplier information, please contact the Australia Post Postage meter section (see previous page).

FP Mail Pty Ltd

Provides and services Francotyp Postalia meters.

Phone	1300 943 274	6 / 7 Barrie Road
Fax	03 9330 4089	TULLAMARINE VIC 3043
Email	info@fpmail.com.au	
Website	www.fpmail.com.au	

Smartech Business Systems

Provides and services Quadient (formerly Neopost) meters.

Phone	1800 422 349	Unit 1 Block Q
Fax	1800 819 985	Regents Park Estate
Email	ebusiness@smartech-aust.com	Princes Road East
Website	www.smartech-aust.com	REGENTS PARK NSW 2143

Pitney Bowes Australia Pty Ltd

Provides and services Pitney Bowes meters.

Phone	13 23 63	Suite 1 / Level 1
Fax	1800 806 762	68 Waterloo Road
Email	contactus.au@pb.com	MACQUARIE PARK NSW 2113
Website	www.pitneybowes.com/au	

Swiss Mail Handling Pty Ltd (gocopy)

Provides and services Frama meters.

Phone	1300 659 057	Unit 17
Fax	02 8338 7011	168–180 Victoria Road
Email	info@swissmailhandling.com.au	MARRICKVILLE NSW 2204
Website	www.swissmailhandling.com.au	

Contents

What's in the guide?

If you are:	Please:
Interested in obtaining a postage meter	Read section 1.2 to learn about the benefits of using a postage meter and refer to section 2 for advice on how to obtain a postage meter.
A new postage meter licence holder	Read through this guide carefully, starting at section 3.
Already using a postage meter	Check that you are complying with the conditions of your licence and preparing and lodging your articles in accordance with our requirements. Start at section 4.

It is a good idea to keep this guide handy, along with your instruction manual and licence.

To obtain another copy of the *Postage meters - conditions of use* guide, please contact Australia Post (see the front of this guide) or contact a postage meter supplier (see page 1).

All customers, whether prospective, new or existing, should read the Important Notice in section 8.1.

Other Australia Post publications

The following publications can be downloaded at **auspost.com.au**.

Post charges – The *Post charges* booklet (8833665) contains the current charges for all Australia Post products and services.

Post guides – Post guides provide a comprehensive overview of the full range of Australia Post services. The following guides are available:

• *Dangerous and prohibited goods and packaging guide (8833729)*
• *Domestic parcels guide (8833732)*
• *General products and services guide (8837578)*
• *International mail services guide (8833730)*
• *Letter products and services guide (8833731).*

Service guides – Metered articles lodged for carriage under any business letter service must be prepared and lodged in accordance with the relevant conditions of service.

• *Print Post service guide* (8834059)
• *PreSort Letters service guide* (8833700) – including Promo Post and Charity Mail services
• *Clean Mail service guide* (8838878)
• *Acquisition Mail service guide* (8839559).

1. Postage meter service

1.1 Postage meters

Postage meters print an 'indicium' (markings that show postage has been paid) on your articles. You download the credit remotely – so this is a convenient way to pay for your postage.

Meters are usually programmed with various postage rates, depending on the type of articles you're sending. Once your credit has run out, you can easily download additional credit, at any time of day.

1.1.1 The Postage Meter Standard

Australia Post sets standards for the operation of postage meters. Postage meters in use must comply with these standards.

Australia Post does not manufacture, sell, lease or service postage meters. Instead suppliers whose postage meters meet the Standard do this. To learn more about the Postage Meter Standard please see section 7.

1.2 Benefits of using a postage meter

Postage meters offer a range of features including:

✔ **Remote resetting** – Remote resetting is a simple and convenient way to recredit your postage meter. You have access to postage without having to leave the office.

✔ **Quick and easy preparation of articles** – Postage meters avoid the need to pre-print 'postage paid' envelopes or stock postage stamps and priority labels.

✔ **Cost control** – Many meters allow you to track your postage expenditure by generating detailed usage reports. Most postage meters can automatically calculate postage rates.

✔ **Advertising / logos** – Most postage meters are capable of printing a slogan block alongside the postage meter mark, allowing you to display a personalised advertising message, company logo, seasonal greeting or return address. See section 3.5 on page 14.

✔ **Security** – Most meters offer password protection, an effective means of securing your postage against unauthorised access.

✔ **2.5 per cent reset rebate** – You will receive a 2.5 per cent rebate on the credit of each postage meter reset. This means, for example, if you reset $1,000 worth of credit, you will receive a $25 rebate, so you only pay $975. Full details of the postage meter rebate are provided in section 3.1.2 on page 11. The rebate is subject to change.

✔ **Payment by Australia Post Business Credit Account (Charge Account)** – Customers who operate an Australia Post Business Credit Account may charge their postage meter resets directly to their account.

Terms and conditions, including minimum monthly transactions and credit limits, apply to the operation, establishment and use of an Australia Post Business Credit Account. Full terms and conditions and a *Business Credit Account Application Form* may be obtained by calling **1300 823 789** or online at **auspost.com.au/business**.

✔ **Metered rate** – The metered rate is a mail category that may provide a moderate discount for domestic articles paid for by using a postage meter (or on an Australia Post Business Credit Account).

✔ **Access business letter services** – You can access Australia Post business letter services (Print Post, PreSort Letters, Promo Post, Charity Mail, Clean Mail and Acquisition Mail) using your postage meter.

Minimum lodgement volumes and service conditions apply to these services. For full details, please ask your postal manager, call **1300 823 789** or online at **auspost.com.au/metering**.

1.3 What postal services can be used with a postage meter?

The following table details the postal services you can access using a postage meter.

Category	Service
Letter Post	✔ Metered rate ✔ Ordinary full rate letters ✔ Local country letters ✔ Registered Post – see section 4.7.1. ✔ Express Post letters – see section 4.7.2. ✔ Print Post ✔ PreSort Letters – including Promo Post and Charity Mail ✔ Clean Mail ✔ Acquisition Mail
Domestic parcels	✔ Small parcels ✔ Regular parcels ✔ Flat rate satchels ✔ Express Post parcels
International services	✔ International Courier ✔ International Express ✔ International Standard ✔ International Economy Air ✔ International Economy Sea

Postage meters provide access to the domestic Regular and Priority delivery timetables through the relevant services where applicable.

Metered articles lodged for carriage under any business letter service must be prepared in accordance with the relevant conditions of that service.

For full details please contact the Australia Post Postage meter section (see the front of this guide).

1.4   What postal services can't be used with a postage meter?

Prepaid products should not be metered as they already contain the postage component in the price. Examples of prepaid products include:

• Prepaid envelopes / postcards

• Prepaid Express Post envelopes / satchels

• International Courier, Express and Standard envelopes / satchels / boxes

• Prepaid Registered Post envelopes

• Prepaid Parcel Post satchels.

Contract rate products and services – this includes domestic parcels and international services.

2. Obtaining a postage meter

2.1 Postage meter suppliers

The suppliers listed on page 1 of this guide and their agents may manufacture, sell, licence or service compliant postage meters. The suppliers listed are current at the date of publication. For the latest supplier information, please contact the Australia Post Postage meter section on **1300 823 789** or email **MMMController@auspost.com.au**.

A warning to buyers

Australia Post recommends buying or leasing a postage meter from an authorised licenced postage meter supplier. Australia Post does not accept any responsibility for purchases made elsewhere where it is subsequently established that the meter is not authorised to be licenced. If you have any concerns, please contact one of the suppliers listed on page 1 before purchase.

2.2 Selecting your postage meter

Printing speed

Your average daily mail volumes and mailing patterns will determine the printing speed you require. Your supplier will take this into consideration when assisting you in your selection.

Cost

Basic model postage meters are available for lease for an affordable weekly rate. However, the price will vary depending on features such as printing speed and whether the postage meter is equipped with extra features such as weighing scales or envelope feeding devices. You will also need to consider the cost of:

• fees for downloading credit to the meter (resets)
• unlocking the meter if it hasn't been reset within a period
• Australia Post rate updates, or version updates to the meter
• ink, labels and any other consumables.

Supplier agreements

Australia Post recommends that you have an agreement with your postage meter supplier for the service of your meter. Ask your supplier what their agreement covers.

The types of supplier agreements available may include:

• repair / service
• repair / service and rate updates
• repair / service, rate updates and resets.

Please note: Australia Post staff cannot comment on the relative merits of different brands or models of postage meters. We approve postage meters that comply with the Postage Meter Standard. We are not responsible for the quality of the products or their fitness for use, and we provide no support for such products. Please contact your supplier for service queries and / or details of warranty on your meter.

2.3   Applying for a licence to use a postage meter

Once you have selected a postage meter follow the steps below to apply for a postage meter licence:

1. Complete the *Postage meter – Application for a licence*, available at all Post Offices or online at **auspost.com.au/metering**.

Your application must be accompanied by a zero-value postage meter mark from the postage meter you wish to have licenced (your supplier can assist you with this).

If you have purchased a postage meter from somewhere other than a licenced postage meter supplier, you need to have the meter inspected for correct functioning by a postage meter supplier within seven days of the date of your application. Written proof of the inspection should be attached to your application.

Once you have signed the licence application form you are deemed to be the holder of an interim licence and as such can commence using your postage meter as soon as it is installed at your premises.

> **Australia Post Business Credit Account (Charge Account) holders**
>
> If you wish to have your postage meter resets charged to your account, you need to note your business credit account number in the space provided on the licence application form. Your existing business credit account credit limit will apply. If you require a credit limit review, please contact the account enquiries representative detailed on your latest tax invoice.

2. Forward your completed licence application form to your supplier who will verify your details, validate the postage meter mark and onforward to Australia Post. We recommend you retain a copy of your application form for your reference as we may contact you if we have not received the completed licence application form to request a copy.

3. Australia Post will process your application and advise you of the outcome by mail.

Please note: If your application is refused, your supplier is required to cancel your lease or purchase agreement without any cost to you, except for any credit used since the installation of the postage meter at your premises and any fees your supplier may charge for processing resets.

2.4   The Licence Controlling Office

The Licence Controlling Office stated in your postage meter licence will usually be the *Proposed primary office of lodgement* you nominated in your licence application form. To change your primary office of lodgement, please contact the Australia Post Postage meter section (see the front of this guide).

3. Operating your meter

Your postage meter supplier will provide you with an instruction manual for your meter. To ensure optimum performance of your meter you should adhere to the instructions within the manual at all times.

3.1 Resetting

Each time you use your postage meter you reduce the credit stored within it. Resetting your meter increases the available credit.

All postage meters are reset remotely. While the steps to reset may differ by postage meter, the following steps provide a general example of the process to follow to reset a meter.

1. Using the touchpad on the postage meter, key in your personal access code, followed by the amount of credit you require.

2. Press "Start" and wait a few seconds as your request for credit will be sent electronically to your supplier's central resetting centre.

3. Provided your credit limit has not been exceeded, a message will appear on the screen confirming that the postage meter has received the credit requested.

3.1.1 Fees

Your postage meter supplier may charge a fee for processing your reset, depending on the terms of your Supplier Agreement – see section 2.2.

3.1.2 2.5 per cent reset rebate for postage meter resets

You will receive a 2.5 per cent rebate on the credit of each postage meter reset. This means if you request a reset of $1,000 you will only be charged $975 at the time of billing for the reset. The rebate is subject to change.

The 2.5 per cent reset rebate is only available for postage meter resets. Any fees a supplier may charge for processing the reset will not attract the rebate.

Postage meter customers who pay their supplier directly for postage meter resets are generally required to pay for the reset 'up front'. Please discuss this directly with your postage meter supplier.

3.1.3 Paying for resets by Australia Post Business Credit Account (Charge Account)

Customers who operate an Australia Post Business Credit Account may have their postage meter resets charged to their account. If you are a postage meter customer and wish to apply for an Australia Post Business Credit Account, you may do so by forwarding a completed *Business Credit Account Application* form (available at some Post Offices, by calling **1300 823 789** or online at **auspost.com.au/business**). Terms and conditions, including minimum monthly transactions and credit limits, apply to the operation, establishment and use of an Australia Post Business Credit Account. These terms and conditions are printed on the front cover of the *Business Credit Account Application* form.

We recommend you nominate your Licence Controlling Office (see section 2.4) as your first *Preferred Lodgement Centre* when completing your application for a Business Credit Account.

If your application for a Business Credit Account is approved, you will be provided with a Business Credit Account Number. Once you have this number you must advise your postage meter supplier in writing of your account number and quote your postage meter licence number. Your supplier will amend your records to ensure that future resets are charged to this account. Please allow three business days for this process.

3.1.4   Postage meters must regularly connect to the supplier's resetting system

If a postage meter does not connect to the supplier's resetting system (for example for a reset) within the designated period for inspection, it will automatically become inactive. To re-activate your meter, all you have to do is to connect to your supplier's resetting system – see section 3.8.1. Your postage meter supplier may charge a fee for re-activating your meter.

3.2   Effects of the GST

As GST is included in all metered rates you do not have to pay an additional 10 per cent on top of your credit.

Australia Post will issue you with a tax invoice for each reset, within 28 days. If your business is eligible to claim GST input tax credits, you can use this tax invoice to claim the GST that your business pays for resets.

For Business Credit Account holders, a consolidated tax invoice will be sent to you by Australia Post each month with your monthly Credit Account statement.

Should you require a refund (eg. for meter spoils or credit remaining in your meter at the time of de-licensing), a tax compliant Adjustment Note will be issued by Australia Post.

3.2.1   International postage rates and Regular and Express parcels to and from Norfolk Island

All international rates for postage meters include a 10 per cent GST loading (ie. they are 10 per cent above the normal published rates for international mail) to offset the GST input tax credits you may be entitled to claim for resets. Australia Post issue a tax invoice to facilitate claiming the GST component.

Regular and Express parcel rates to / from Norfolk Island include a 10 per cent GST loading to offset the GST input tax credits.

3.3   Printing a postage meter mark

There are three steps to printing a postage meter mark. These are:

Step 1.   Determine the correct postage amount for the article

If your meter has a pricing scale or an in-built rate calculator, the correct postage will be automatically calculated for you. In the event of a change in postage rates, you must arrange with your supplier to have the pricing scale or rate calculator updated appropriately – see section 3.4.

Some postage meters have pre-programmed product codes to assist with determining the correct postage. For details, please contact your postage meter supplier.

If your meter does not have a pricing scale or built in rate calculator you will need a copy of the current issue of the *Post charges* booklet, available at **auspost.com.au**.

Please note: When determining the correct postage rate, do not deduct the 2.5 per cent postage meter rebate amount from the published rate. The rebate will be recognised at the time of billing (see section 3.1.2).

Step 2.   Enter the correct postage amount into the meter

Follow the operating instructions provided with your meter.

It is important that you enter the correct postage amount into your meter. Insufficient postage means that your article is "underpaid" (in accordance with Part A, Section 28 of the *Australia Post Terms and Conditions*) and therefore entitles Australia Post to recover the deficiency from you (including, if applicable, the debiting of your Australia Post Business Credit Account) and, in certain cases, charge a fee. Articles bearing insufficient postage may also experience processing and delivery delays.

Step 3.   Meter your postal article

Envelopes and postcards can be fed through the postage meter. For parcels and bulky articles, meter the correct postage onto an adhesive label then affix the label to the article.

Including the date in the metered mark is optional, however, if the date is included then the article must be lodged on that date.

Articles bearing metered marks which are incorrectly placed, incomplete, faint or printed using poor quality ink may be rejected by our processing equipment, potentially resulting in processing and delivery delays. To avoid this, remember to:

• Print or affix the metered mark to the top right-hand corner of the address side of the article. The metered mark should be positioned inside the postage zone illustrated in section 4.1 on page 18.

• Only use Australia Post approved fluorescent inks, which are available from your meter supplier.

• Ensure all metered marks are clear and complete.

You can request a refund for metered marks which are incorrectly positioned or wrongly priced. For details, please see section 3.7 on page 15.

3.4   Postage rate changes

Licence holders are notified of postage rate updates. Most customers are advised by their meter supplier of rate updates to occur and the need to update their meter. Some customers using the latest digital meters may in fact have their rates updated automatically via remote access. Customers need to confirm such arrangements with their supplier. For customers not using the latest digital meters, a form is issued by your metering supplier requesting that you advise if you wish to receive an updated rate chip or rate card.

The terms and conditions in obtaining a licence to operate a meter stipulate that correct postage must be paid.

The agreement you have with your postage meter supplier will determine whether there is a fee to update your meter with the new postage rates.

3.5 Advertising / logos

A feature of many postage meters is the ability to print an advertising slogan, return address, seasonal greeting or company logo alongside the postage meter mark. Your supplier can advise you on how to do this.

Example advertising / logos		
Return address	If undeliverable, return to: The Galaxia Group PO Box 73 NORTH SYDNEY NSW 2059	999.99
Company logo	The Galaxia Group Marketing Consultants	999.99
Advertising	**HURRY BIG SALE ON NOW! APRIL ONLY!**	999.99

Please note: Australia Post reserves the right to cancel a customer's postage meter licence and / or refuse to accept articles bearing a metered message or slogan that may be considered misleading, defamatory, offensive or otherwise objectionable.

3.6 Consumables

Consumables such as ink, ink cartridges, adhesive labels, batteries and rollers may be purchased from a postage meter supplier or their agent (see page 1). We suggest that you purchase supplies formulated for your model of meter from your meter supplier to protect your equipment from damage or malfunction.

You must use Australia Post approved fluorescent ink. Meter suppliers supply ink meeting the Postage Meter Standard. The use of poor quality ink may cause your articles to be rejected by our processing equipment resulting in processing and delivery delays.

3.7   Refunds

Occasionally, postage meter marks are printed (on an article, wrapper or label) but not used as; the postage rate is incorrect, the mark is illegible or the mark is incomplete (see below).

Type of spoil	Example
The incorrect amount is metered	
The metered mark is illegible	
The metered mark is incomplete	

These marks are referred to as "spoils". Australia Post will refund the value of spoils if the following steps are undertaken:

Step 1.   Collect all envelopes, wrappers and labels affected.

• Envelopes and wrappers must be presented intact (although the contents may be removed).

• Bundle them by value and date order (if applicable).

• Spoils collected must be at least $20 in total value.

Step 2.   Make a written request to Australia Post on your company letterhead for the value of the spoils collected, quoting your licence number and, if applicable, your Australia Post Business Credit Account number.

Step 3.   Send the spoils and the written request within six months of the metered mark(s) being made, to the Australia Post Postage meter section (see the front of this guide).

Please allow up to three weeks for processing.

3.7.1   Conditions of refund for spoils

• Refunds will not be made for metered marks that have been removed from their original envelopes or wrappers.

• Illegible metered marks will be refunded for the lowest value that the meter can print.

• Eligible (legible) metered marks will be refunded at the value minus 2.5 per cent (the postage rebate).

• If you have elected to have your postage meter resets charged to your Australia Post Business Credit Account, approved refunds will be deducted from your next account statement.

3.7.2   Federal Parliamentarians

Any refund associated with unused metered marks and / or refund of spoils by Federal Members of Parliament must be refunded via a cheque and issued to:

ACT Territory Manager
Ministerial and Parliamentary Services
Suite M1 25 Parliament House
CANBERRA ACT 2600

3.8   Inspections and servicing

You must immediately report any fault or defect in your meter to your supplier. Do not allow anyone other than an approved supplier to inspect, repair or service your meter.

3.8.1   Inspections

Postage meters need to be inspected at least once every three months.

Given that postage meters are inspected remotely every time they are reset, most of the time you will not need to worry about when your next inspection is due because you will have reset your meter before the due date. Even when you don't reset your meter within this period, your meter will provide you with a warning message advising you of the upcoming inspection date.

If a postage meter does not connect to a supplier's resetting system within the designated inspection period for that meter, the meter becomes inactive. This is a security requirement of the Postage Meter Standard. Most types of small and medium capacity meters will become inactive after three months. Some very high-capacity meters become inactive after one month or one week – check with your meter supplier for further details.

To reactivate your meter, connect to your supplier's resetting system by resetting your meter or, if you do not require additional credit, perform a 'zero credit' reset (ie. resetting your postage meter for zero credit).

Note:

• Some meters may be unable to perform a "zero credit" reset. In this case please contact your supplier to confirm the minimum reset credit for your particular meter.

• Some suppliers may charge a fee to re-activate your meter.

Australia Post reserves the right to request a physical inspection of a postage meter at any time.

3.8.2   Servicing

Australia Post recommends that postage meter customers have a supplier agreement for the servicing of their meter.

3.9   Change of address notification

Notify your postage meter supplier and the Australia Post credit management team (if you have an Australia Post Business Credit Account) in writing as soon as possible if you intend to:

• change your business address, or

• move your postage meter to another location.

Please remember to quote your postage meter licence number in all relevant correspondence with Australia Post.

3.10   Changing meters or suppliers

The *Licence to use a postage meter* is issued by Australia Post and permits you to use a specific postage meter with a specific postage meter supplier.

If you upgrade or get a new meter with your existing postage meter supplier or get a new meter as a result of moving to a new supplier, your original postage meter must be de-licensed as soon as it is practical to do so to avoid unnecessary delays in refunds.

3.11   De-licensing and disposal

1. Complete the *Postage Meter De-licensing Form,* available from your meter supplier or online at **auspost.com.au/metering**. This form will:

   - authorise Australia Post to de-licence your postage meter

   - indicate how you intend to dispose of your postage meter (eg return to supplier or private sale), and

   - quote your licence number.

   Sign the form where indicated.

2. Take the meter and de-licencing form to the original supplier of the meter, or arrange for the supplier to collect the meter and de-licensing form from your premises.

   The supplier will arrange for the meter's printing mechanism to be disabled and for a refund of any credit left in the meter.

   All refunds are processed by the Australia Post Postage meter section. Please allow up to three weeks for processing.

4. Preparing your letters

4.1 Correct addressing standards

Metered articles must be prepared and lodged in accordance with our standards. A checklist is provided in section 9.

The address on your articles is your instruction to Australia Post as to where the article is to be delivered. Preparing your articles in accordance with our correct addressing standards will ensure it is processed efficiently.

Metered articles lodged for carriage under a business letter service (see section 1.3) must be prepared and lodged in accordance with the relevant conditions of that service.
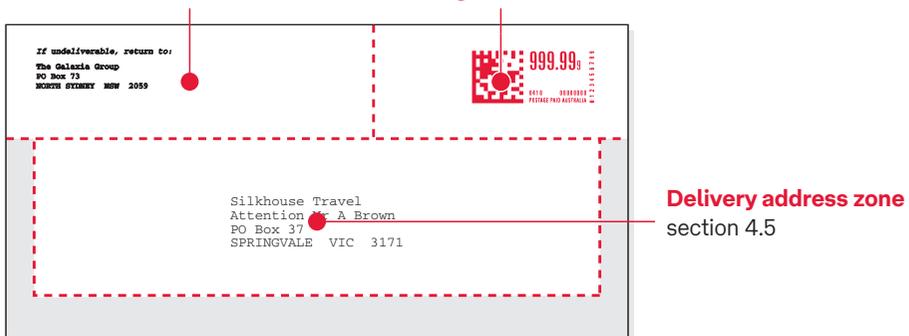
4.2 Article layout and zones

Articles are made up of three printing zones.

The following sections detail the dimensions of these zones, and specify the inscriptions to print within them.

Service zone section 4.4   **Postage zone** section 4.3

If undeliverable, return to:
The Galaxia Group
PO Box 73
NORTH SYDNEY   NSW   2059

999.99₉
0410   00000000
POSTAGE PAID AUSTRALIA

Delivery address zone section 4.5

Silkhouse Travel
Attention Mr A Brown
PO Box 37
SPRINGVALE   VIC   3171

See also **Adding logos, advertising or other printing** section 4.6.

See also **Adding service and option labels** section 4.7.

4.3 Postage zone

The published price must be printed in the postage zone of each article:

- 90mm across from the top right-hand corner of the article
- 40mm down from the top edge of the article.

If a date is included in the metered mark it must be the date of lodgement.

90mm

999.99₉
0410   00000000
POSTAGE PAID AUSTRALIA

40mm

Return address details appearing in the postage zone as part of a postage meter mark are acceptable. See section 3.5 on page 14.

4.3.1 Delivery speed indicator

Delivery speed indicators must appear in the postage zone as part of the postage meter mark.
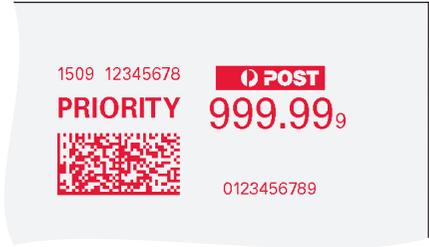
A letter article will be treated as Regular delivery if it does not have a Priority delivery indicator as part of the postage meter mark within the postage zone.
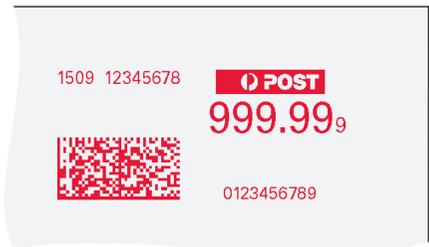
4.3.2 Use of imprinted envelopes

Envelopes that have been imprinted with **"Postage Paid Australia"** or **"Affix Stamp Here"** must not be used with metered mail.
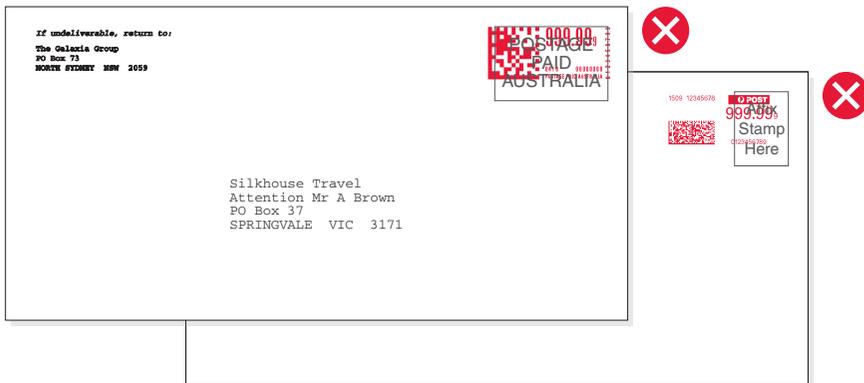
If metered marks are imprinted over the top of already imprinted envelopes, articles may be rejected by mail processing equipment resulting in delays to processing and delivery.

Envelopes with an existing imprint in the top right-hand corner may only be used by printing the postage meter mark on a label. The label must then be positioned so that it completely covers the existing imprint.
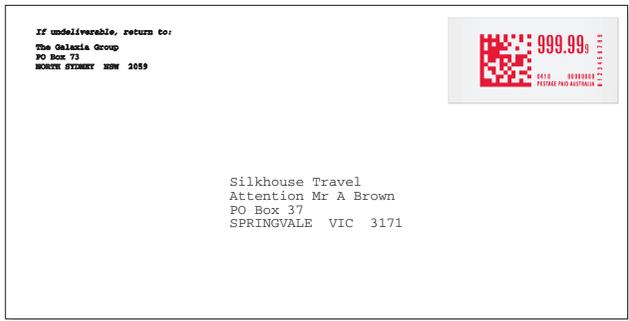
4.4   Service zone

The service zone can contain the return address, postal service indicators (for example, an Air Mail label) and design / advertising.

An Australian return address is required to be shown on all metered articles. Either a street address or a Post Office Box address is acceptable.

Australia Post prefers the return address to be:

• on the upper left-hand corner of the address side of the article

• no lower than 40mm from the top edge

• aligned left

• formatted in multiple lines as shown, not all on one line

• 8 point font preferred (smaller font than the delivery address)

• fixed pitch fonts (see section 4.5.3)

• with no bolding, punctuation or italics.

Return address details appearing in the postage zone, as part of the advertising slogan block in a postage meter mark, are acceptable – see section 3.5 on page 14.

It is preferred that the return address be prefixed with "If undeliverable, return to:"

```
If undeliverable, return to:

The Galaxia Group
PO Box 73
NORTH SYDNEY  NSW  2059
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4.5   Delivery address zone

Contains the address to which the article is to be delivered.

Do not include any address other than the delivery address in the Delivery address zone.

4.5.1 Address location

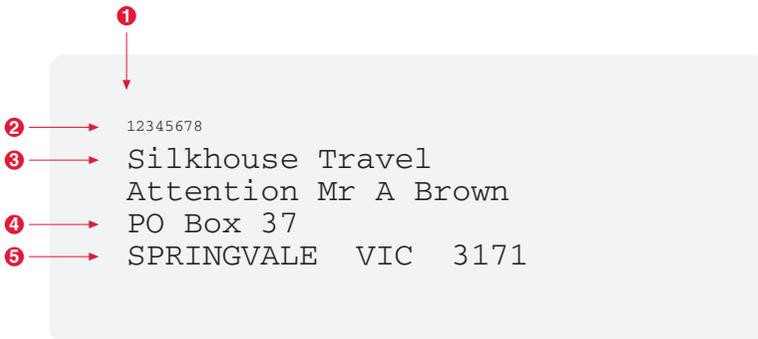The complete address should be positioned in the Delivery address zone of the article:

❶ at least 40mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article

❸ no more than 100mm up from the bottom edge of the article

❹ at least 10mm from the left and right edges of the article.

4.5.2 Address layout

Correct addressing conditions ensure Australia Post can recognise and interpret the delivery address.

❶ **Address lines** should be aligned left.

❷ **Non-address information**, such as customer reference codes, should be confined to the top of the address block.

❸ **Additional address information** such as business or person's name, should be placed above the last two lines of the address and not below, alongside or within these lines.

❹ **Second last line** – Should contain the number and name of the street or thoroughfare or Post Office Box or bag number.

❺ **Bottom line** – Must contain in the following order: the locality, the state or territory abbreviation and finally the postcode.
This line is to be printed in CAPITALS with no punctuation and no underlining.
Leave one or two spaces only between the locality, state or territory abbreviation and the postcode.
For handwritten addresses, the postcode should be positioned in the postcode squares, if preprinted on the envelope.

```
❶

❷ →  12345678
❸ →  Silkhouse Travel
     Attention Mr A Brown
❹ →  PO Box 37
❺ →  SPRINGVALE   VIC   3171
```

Address labels may be used but must be straight and firmly affixed.

If using window panel envelopes, the entire address block must be clearly visible through the window panel when the article is presented for lodgement. Please ensure it remains visible irrespective of insert movement.

For small letters, the address should be parallel to the long side of the article.

For International addresses:

• some countries have different requirements for the location of the postcode – please check with the addressee

• include the destination country in CAPITALS by itself on the last line of the address, with no punctuation and no underlining.

4.5.3 Address fonts and colours

In addition to delivery address layout, articles should comply with the following address font requirements:

- Fixed pitch fonts are recommended (such as Courier or O C R B, 12 point, 10 pitch). In fixed pitch fonts every character has the same width.

  example: `Mr A Sample`

- If proportional fonts are used, it is preferred they be structured in 12 point, ideally Helvetica or Times 12 point. Print characters should not touch or overlap. In proportional fonts different characters have different widths.

  example: Mr A Sample

- Artistic or script fonts should not be used, for example, cursive, fancy style fonts such as Brush Script.

  example: ~~*Mr A Sample*~~

- Attributes such as *italics*, **bolding**, ~~shadowing~~, or underlining should not be used.

- Dark colours such as black, dark blue and dark green are preferred. Red, orange and yellow inks must not be used.
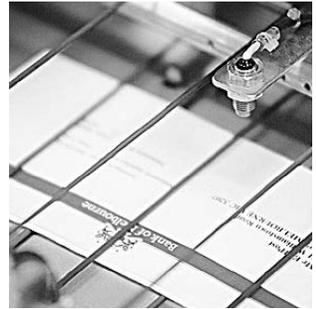
4.6   Adding logos, advertising or other printing

Printing of text in the clear zone is not permitted. The clear zones are:

❶ On the front of the article – at least 15mm clear from the bottom edge

❷ On the front of the article – at least 10mm clear from the right edge

❸ On the back of the article – at least 20mm clear from the bottom edge, extending for 125mm from the left edge.

If undeliverable, return to:
The Galaxia Group
PO Box 73
NORTH SYDNEY NSW 2059

999.99

0410 00000000
POSTAGE PAID AUSTRALIA

Silkhouse Travel
Attention Mr A Brown
PO Box 37
SPRINGVALE VIC 3171

❷ 10mm

❶ 15mm

At least 125mm

❸

At least 20mm
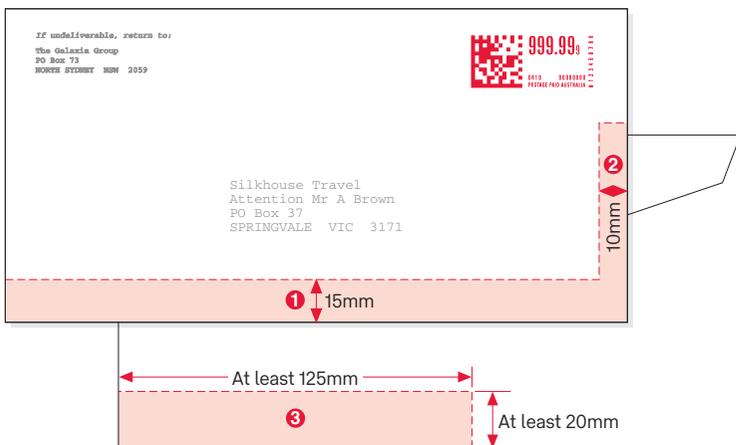
Logos, advertising content and other printing can be added outside of the clear zones and the postage zone, providing that it does not obscure the return address or the delivery address.

Lightly printed advertising material may appear:

❶ At least 5mm clear of the return address block

❷ At least 15mm to the left of the delivery address block

❸ At least 70mm clear from the right edge of the article.
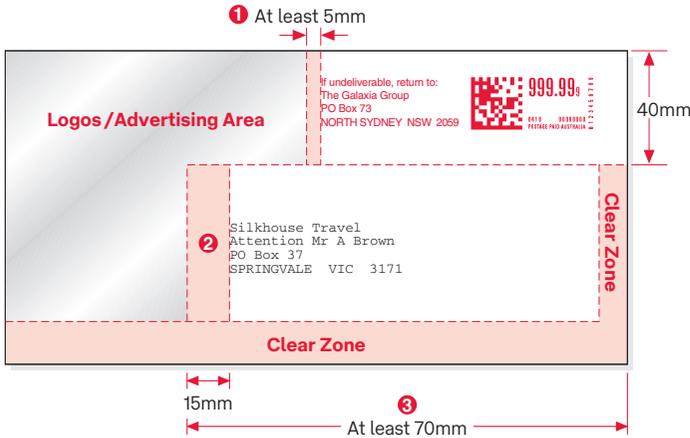
For window-faced envelopes only, logos, advertising content and other printing may be placed at least 15mm to the left, right or top of the window.

4.7   Adding service and option labels

Labels for Registered Post (see section 4.7.1) and Signature on Delivery can be purchased at Post Offices. Labels for Air Mail and Express Post tracking (see section 4.7.2) are available at no charge from Post Offices.

4.7.1   Registered Post

Registered Post prepaid labels can be purchased from Post Offices or online. The purchase price includes the Registered Post fee only, you should then use your postage meter to pay the postage.

• Proof of posting (when lodged over the counter at a Post Office).

• Proof of receipt, with a signature on delivery and online tracking. Please note that tracking may be limited in some remote and regional areas.

• Compensation for loss or damage — up to $100 included.

The labels should be affixed on the address side of the article, in the service zone or the delivery address zone:

❶ At least 15mm to the left of the address block

❷ At least 15mm clear from the bottom edge.

❸ For window-faced envelopes only, optional service labels may alternatively be placed at least 15mm to the right or top of the window.
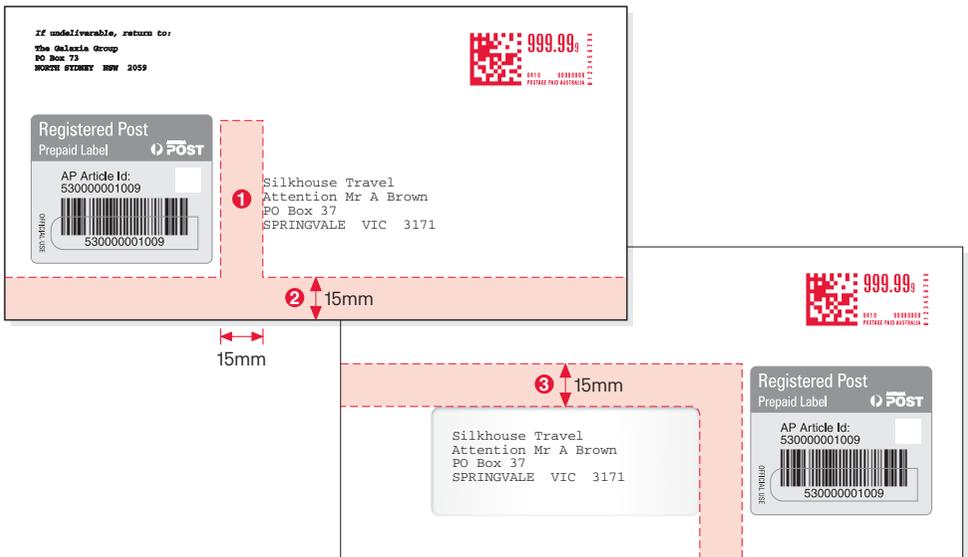
Ensure that the labels do not obscure any part of the metered mark, the return address or the delivery address.

4.7.2 Express Post letters

The ideal choice for delivery of your urgent letters and documents:

• Guaranteed next business day delivery within the Express Post delivery network. The national next business day Express Post network operates between all capital cities (except Darwin and in Perth CBD only) and some major centres. Visit **auspost.com.au/expresspostnetwork**.

• National flat rate postage for each size category.

Use your own envelopes – do not use prepaid Express Post envelopes.

Apply an Express Post tracking label (available at no charge from Post Offices) and the correct postage.

The labels should be affixed on the address side of the article, in the service zone or the delivery address zone:

❶ At least 15mm to the left of the address block

❷ At least 15mm clear from the bottom edge.

❸ For window-faced envelopes only, optional service labels may alternatively be placed at least 15mm to the right or top of the window.
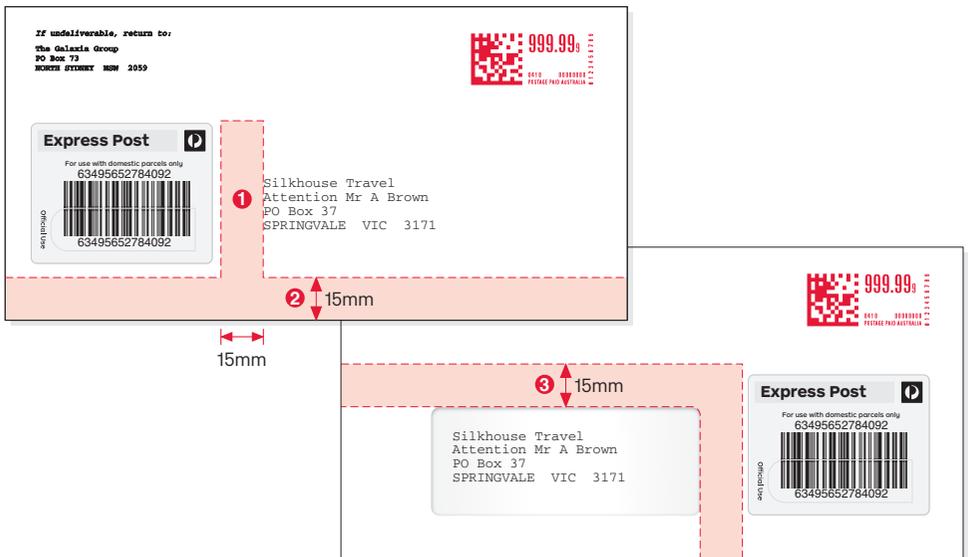
Ensure that the labels do not obscure any part of the metered mark, the return address or the delivery address.

5. Preparing your parcels

5.1 Correct addressing standards

Metered articles must be prepared and lodged in accordance with our standards. A checklist is provided in section 9.

The address on your articles is your instruction to Australia Post as to where the article is to be delivered. Preparing your articles in accordance with our correct addressing standards will ensure it is processed efficiently.

5.2 Article layout

The following sections detail the inscriptions to print on parcels.

Return address section 5.4   **Postage** section 5.3

FROM: The Galaxia Group PO Box 73 NORTH SYDNEY NSW 2059

999.99₉

TO: Silkhouse Travel
       Attention Mr A Brown
       PO Box 37
       SPRINGVALE VIC 3171

Delivery address section 5.5
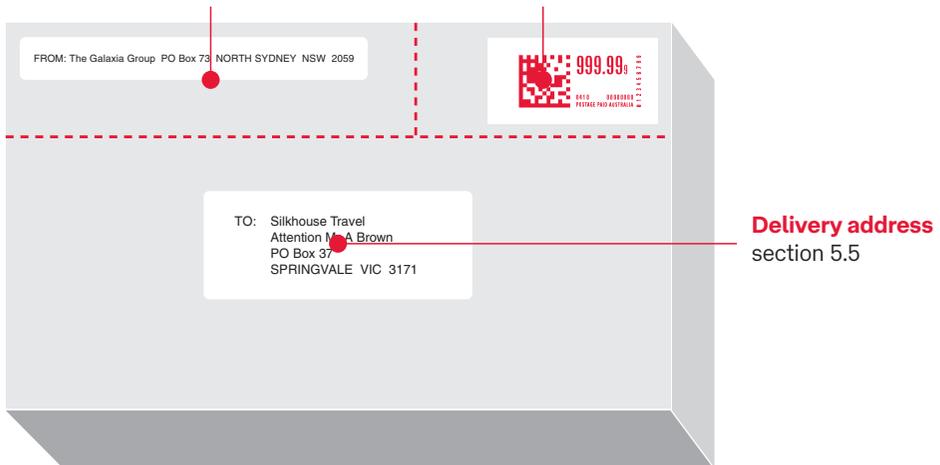
See also **Service and option labels** section 5.7.

5.3 Postage

The published price must be printed on each article. If a date is included in the metered mark it must be the date of lodgement.

Print the metered mark onto an adhesive label then affix the label to the top right-hand corner of the address side of the article.

Ensure that none of the other labels on the article obscure any part of the metered mark.

Return address details appearing as part of a postage meter mark are acceptable. See section 3.5 on page 14.

5.4 Return address

Return address details are to be on a label at the top left-hand corner of the address side of the article.

• Use the word "FROM".

• Capitalise the locality and the state and include the postcode on the same line.

• Single line of text preferred.

• 10 point font, Helvetica or Arial preferred. Do not bold or underline.

FROM: The Galaxia Group PO Box 73 NORTH SYDNEY NSW 2059

Return address details appearing as part of a postage meter mark are acceptable. See section 3.5 on page 14.

5.5 Delivery address

Delivery address details are to be on a label at the centre of the article.

• Use the word "TO".

• Capitalise the locality and the state and include the postcode on the same line.

• 12 to 14 point font, Helvetica or Arial preferred. Do not bold or underline.

• Use black ink.

TO: Silkhouse Travel
      Attention Mr A Brown
      PO Box 37
      SPRINGVALE VIC 3171

5.6 International parcels

For International addresses:

• some countries have different requirements for the location of the postcode in the delivery address – please check with the addressee

• include the destination country in CAPITALS by itself on the last line of the address, with no punctuation and no underlining.

Please refer to **auspost.com.au/international** for information and requirement in relation to international parcels.

5.7   Service and option labels

Service and option labels should be affixed on the address side of the article. Ensure that the labels do not obscure any part of the metered mark, the return address or the delivery address.

❶ Any parcels that require carriage by air must bear a signed *Aviation Security and Dangerous Goods Declaration*. Affix for Express Post, Parcel Post (some destinations only – refer to the *Domestic parcels guide*) and **auspost.com.au/international**.

❷ Any parcels that are sent with Express Post tracking or Signature on Delivery require the appropriate service label affixed. Remember to retain the "Sender to keep" tab for your records.

❸ For satchels, affix the return address details here – ensure the flap does not cover the postage meter mark

Labels for Air Mail, Dangerous goods declaration and Express Post tracking are available at no charge from Post Offices.

Labels for Signature on Delivery can be purchased at Post Offices.

6. Lodging your articles

6.1   Preparing bundles or letter trays

6.1.1   Small letters

Letters should be "faced" so that the address sides are facing the same way and then either bundled or placed in letter trays, as follows:

If you are lodging:	Then the articles are:	
Up to 300 articles of the same delivery timetable at: • a Post Office • a Mail Centre or • a street posting box	Securely grouped into convenient-sized bundles using two rubber bands	
300 or more articles of the same delivery timetable at: • a Post Office or • a Mail Centre	Placed into letter trays. Do not bundle the articles.	
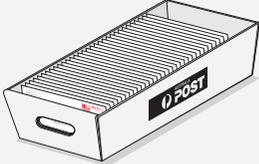
Rubber bands and letter trays are supplied free by your lodgement facility.

For conditions of lodgement in street posting boxes, please see section 6.2.

6.1.2   Large letters and parcels

Large letters and parcels do not need to be bundled.

6.2   Lodgement

Metered articles prepared for carriage by the following services must always be separated from other articles and lodged over the counter:

Service	Lodgement document
Registered Post	*Registered Post and Optional Services* (8836964 or 8836965)
International Post services	Refer to **auspost.com.au/international**
Local country letters and **Local country parcels** (country postcodes only)	Local country lodgements must be made at the counter of the Australia Post office from which the articles will be delivered
	Continued on next page

Service	Lodgement document
Business letter services: • Print Post • PreSort Letters / Promo Post / Charity Mail • Clean Mail • Acquisition Mail. Refer to the relevant *service guide* for the lodgement documents and other conditions of the business letter service.	*Meter lodgement document* (8838236)

Lodgement documents are available online at **auspost.com.au**.

Unless otherwise indicated, customers using postage meters may lodge their articles in the following ways:

Lodge at	Conditions	Maximum quantity
Any Post Office	During office hours	Unlimited
A Mail Centre	Extended business hours	Unlimited
A street posting box	Any time	• Up to 300 Small letter articles per day • Up to 50 Large letter articles per day • Parcels, based on size and weight guidelines.

Please check with your postal manager for specific operating hours.

7. Postage Meter Standard

Australia Post has developed a minimum set of requirements for postage meters, known as the Australia Post Postage Meter Standard. All postage meters licenced on or after 1 February 2005 comply with the requirements of the Standard (details below).

7.1 Requirements of the Standard

The current Postage Meter Standard requires that all newly licenced postage meters are equipped with the following features:

1 Remote resetting

The postage meter is credited by remote electronic access.

2 A unique postage metered mark

The postage meter prints a unique metered mark.

The metered mark features a machine-readable data matrix symbol ❶ containing coded information about the meter (see examples below).

The data matrix symbol is produced automatically by the meter, without the need for any customer intervention or special software.

All metered marks must be printed with an approved fluorescent ink. Red is the only currently approved colour, but meter suppliers may submit other colours to Australia Post for testing and approval.

3 The ability to transfer meter usage data remotely

The postage meter is capable of capturing, storing and transmitting information about the number and type of articles processed by the meter.

8. Terms and Conditions

8.1   Important notice

The information contained in this guide is accurate as at the date of its publication and is subject to change at any time. The guide is provided for information purposes only and does not contain the full text of the terms and conditions governing the licensing and operation of postage meters. The actual terms and conditions governing the licensing and operation of postage meters, and related matters, are determined by the Board of the Australian Postal Corporation under the *Australian Postal Corporation Act 1989*, and contained in Schedule 12 of the *Australia Post Terms and Conditions* (as amended from time to time). Information on how to view or obtain the Australia Post Terms and Conditions is contained in section 8.2 of this guide.

To the maximum extent permitted by law (including the Competition and Consumer Act 2010 (Cth)), we expressly disclaim all guarantees, conditions and warranties, express or implied, in respect of our supply of any Services. If any guarantee, condition or warranty is implied into this agreement pursuant to any legislation (including without limitation the Competition and Consumer Act 2010 (Cth)) and the legislation avoids or prohibits provisions in a contract excluding or modifying the application of, exercise of, or liability under such guarantee, condition or warranty, the guarantee, condition or warranty shall be deemed to be included in this agreement, provided that, where it is fair and reasonable to do so, our liability for breach of the guarantee, condition or warranty shall, if the legislation permits, be limited (at our option) to any one or more of the following:

(a) in the case of goods, to:
   (i)   replacing the goods; or
   (ii) supplying equivalent goods; or
   (iii) repairing the goods; or
   (iv) paying the cost of replacing the goods or acquiring equivalent goods, or paying the cost of having the goods repaired; and
(b) in the case of services, to:
   (i)   re-supplying the service; or
   (ii) paying the cost of re-supplying the service,

in respect of which the breach occurred, and otherwise shall be limited to the maximum extent permitted by law.

8.2   Australia Post Terms and Conditions

The *Australia Post Terms and Conditions* contains the full terms and conditions applicable to postal services as determined by the Board of the Australian Postal Corporation under the *Australian Postal Corporation Act 1989* from time to time.

To view these terms and conditions, please download the *Postage Meters Service Terms and Conditions – Schedule 12* from our website at **auspost.com.au/terms-conditions/general-terms-conditions** or contact the Australia Post Customer Contact Centre on **13 11 18**.

9. Pre-lodgement checklist

To assist Australia Post to deliver your articles accurately and efficiently, please use the following checklist when preparing and lodging your articles.

☐ Check that you have **addressed** your articles correctly, including the state and postcode.

☐ Ensure that the **return address** is shown on each article.

☐ Affix **service labels** (Air Mail, Express Post, etc) where appropriate.

☐ If you have included the **date** in your metered mark, it must be the day you will be lodging the article(s).

☐ Ensure that the **correct postage** is applied to each article.

☐ Bundle, tray or separate your articles in accordance with the specified conditions of the service you are using.

For more information

Please contact your Australia Post
Account Manager or email us for
more information about Postage meters
and details about special conditions.

@ **MMMController@auspost.com.au**

🖥 **auspost.com.au/metering**